



Protecting primates and habitats worldwide

The Wild Futures Sanctuary currently houses capuchin monkeys (*Cebus and Sapajus sp*), common marmosets (*Callithrix jacchus*), macaques (*Macaca sp*) and woolly monkeys (*Lagothrix sp*). The majority of the residents are victims of the exotic pet trade in the UK.

### GUIDE TO JOB ROLE & MAIN RESPONSIBILITIES

Job Title: Volunteer Coordinator

Reporting to: Operations Manager

Responsible for: Volunteers

Please note that reporting lines may change from time to time in line with organisational changes. As a small team we always anticipate change.

#### Summary of Role:

Responsible for Wild Future's Volunteer programmes and the entire volunteer journey.

Provides an overall co-ordination and administration function for all volunteers and volunteer activities at the Sanctuary. Mentors the volunteers through their volunteering experience for the charity, working with the charity team to promote their welfare.

Enhanced DBS clearance is required for this role.

#### AREAS OF RESPONSIBILITY INCLUDE BUT ARE NOT LIMITED TO:

<p><b>Key Responsibilities:</b></p>	<p><b><u>VOLUNTEERING:</u></b></p> <ul style="list-style-type: none"> <li>○ Responsible for organising and managing the volunteers and volunteer program. This includes, but is not limited to:</li> <li>○ Promotions and advertising sufficiently to attract volunteers</li> <li>○ Manage the recruitment process for all short and long-term volunteers</li> <li>○ Supervision of volunteers and co-ordinate daily work loads</li> <li>○ Ensure volunteers are provided with clear direction and instruction, guiding activities and behaviours and are aware of the Vision and ethos of the charity.</li> <li>○ Inspiring volunteers (short and long term) as a positive role model – positive, motivational communication.</li> <li>○ Manage any day-to-day issues professionally as they arise</li> <li>○ Ensure the appropriate Risk Assessments are in place for volunteers</li> <li>○ Oversees and maintains volunteer accommodation standards and allocation of accommodation</li> </ul>
-------------------------------------	---

	<p><b><u>EDUCATION/PR:</u></b></p> <ul style="list-style-type: none"> <li>○ Speaking to members of the public in an informative, positive and respectful manner as an ambassador of the charity</li> </ul> <p><b><u>ADMINISTRATION &amp; GENERAL DUTIES:</u></b></p> <ul style="list-style-type: none"> <li>○ Stock taking and the ordering of supplies</li> <li>○ Supports general grounds maintenance, household duties as required</li> <li>○ Must be dedicated and flexible to support and cover shifts, and is prepared to stay overnight onsite (sleeping cover shift) as the responsible member of staff, when needed.</li> </ul> <p><b><u>HEALTH &amp; SAFETY &amp; HR POLICIES:</u></b></p> <ul style="list-style-type: none"> <li>○ Compliance with all relevant health and safety protocols and relevant HR materials including but not limited to safeguarding.</li> <li>○ Includes, but not limited to emergency procedures, risk assessments and safe working practices.</li> </ul>
<p><b>This role is a Team Player:</b></p>	<ul style="list-style-type: none"> <li>➤ Respect for, and commitment to, the vision, mission and values of Wild Futures</li> <li>➤ Interacts positively with the team, respects the views and opinions of others and engages positively with people from a diverse range of backgrounds and cultures</li> <li>➤ Sees where support may be required and openly offers and provides it</li> <li>➤ Works collaboratively and builds positive working relationships</li> <li>➤ Appreciates the bigger picture – pragmatic and reasoned</li> <li>➤ Looks for common ground and goals to support the team</li> <li>➤ Doesn't allow ego to undermine the success of the role</li> <li>➤ Able to be flexible and adapt to new situations as they arise</li> </ul>
<p><b>Background &amp; Qualifications:</b></p>	<p><b><u>ESSENTIAL:</u></b></p> <ul style="list-style-type: none"> <li>➤ Commitment to safeguarding and promoting the welfare of volunteers</li> <li>➤ Experience of managing a small team of volunteers or coordinating volunteer programmes preferably in similar environment. Youth work or teaching assistant experience is particularly helpful.</li> <li>➤ Experience working with people from diverse backgrounds</li> <li>➤ Excellent communication skills, both written and oral</li> <li>➤ Excellent attention to detail and proof-reading skills</li> <li>➤ Strong knowledge of Microsoft Office, in particular Word and Excel</li> <li>➤ Exceptional organisation skills with a proven ability to multi-task and prioritise, remaining calm under pressure</li> <li>➤ Physically fit and be able to work outdoors in all kinds of weather conditions</li> <li>➤ Able to work around the animals in a respectful and calm manner</li> <li>➤ Possess a valid driving licence</li> <li>➤ Permission to work in the UK</li> <li>➤ DBS clearance</li> </ul>

	<p><b><u>DESIRABLE:</u></b></p> <ul style="list-style-type: none"> <li>➤ Understanding of GDPR requirements and responsibilities.</li> <li>➤ Experience with Risk Assessments</li> <li>➤ Training in Mental Health in the Workplace</li> <li>➤ Knowledge and practical skills in grounds maintenance and tool use</li> <li>➤ Experience of grant applications and report writing</li> </ul>
<p><b>Outcomes &amp; Targets Associated with this role:</b></p>	<ul style="list-style-type: none"> <li>➤ Provide a valuable contribution in developing and maintaining the volunteer programmes</li> <li>➤ Successful and collaborative working relationship with team and colleagues which supports the delivery of charity goals, objectives and vision.</li> </ul>