**Supported Volunteer Officer**

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| **Job Level** | 3 | **Reports to** | Community & Social Value Manager |
| **Directorate** | Zoos & Engagement | **Function** | Community  |
| **Contract**  | Permanent | **Location** | Regent’s Park – London Zoo |

**Responsibility for resources**

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| **Direct line reports** |  | **Responsibility for other resources** |  |
| **Financial resources** |  |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The Supported Volunteer Officer at ZSL London Zoo will play a key role in supporting ZSL’s purpose to inspire, inform and empower people to stop wild animals from going extinct.

The postholder will achieve this through supporting the organisation and delivery of a wide range of activities within our Supported Volunteer Scheme and community programmes. The core work can be split into two key areas: delivery (approx. 70%) & coordination (approx. 30%).

This post requires regular evening & weekend working.

**Key responsibilities**

* To work with Team Leaders to identify and plan tasks which provide a broad range of work experience for the Supported Volunteers' to become competent in both work and related skills, whilst being embedded into annual maintenance / operational plans.
* To carry out detailed job matching of Supported Volunteers. Observing how individuals work, their capabilities and decide of adjustment to our ways of working needs modifying to enable them greater independence.
* To attend meetings with agencies, Local Authority and Families ref Supported Volunteers and general business.
* Create or purchase materials and tools to enable maximum independence of working.
* Give guidance to ZSL Team Leaders to ensure all measures are clear to the whole team on how to get the best out of each Supported Volunteer and how to encourage and develop independence, confidence and skills.
* To plan and implement training programmes which will enable the Supported Volunteers' to become competent in both work and related skills and obtaining AQA accreditations.
* To incorporate training and upskilling into all work delivered by our teams.
* To analyse and use, if appropriate, company training opportunities and the support of the workers according to individual needs.
* Administration to include:
	+ Enquiries
	+ Communication with internal & external stakeholders/customers
	+ Creating rota’s & schedules

***Other duties may include:***

* Supporting the continued evaluation of the community & learning programmes by assisting in the collection of data
* Maintaining & preparation of department learning spaces and resources e.g. updating/repairing/replacing resources
* Work to improve the zoo visit experience for young people and other community groups

***Building relationships***

* The postholder will be expected to build positive relationships with supported volunteers and their support workers, from partner organisations
* The postholder will be expected to engage with, and support LZ community engagement volunteers as required.
* The postholder will be expected to support and work collaboratively with the rest of the ZSL LZ team

***Mental Demands***

* The postholder would be expected to be knowledgeable in the work of ZSL, zoos & the conservation sector.
* Concentration needed when learning new information as part of training and to build up knowledge base.

***Flexibility***

* High levels of flexibility are required on a short-term basis due to the front-facing nature of this role. The postholder will be expected to quickly respond and adapt to a range of problems that may occur (e.g. covering for staff sickness, changes in programming/timings by schools, unplanned events in the zoo leading to a change of location/engagement activity, problems with equipment leading to needing to adapt workshop delivery, an issue with a visitor that needs attention)

***Working Conditions***

* This post is mainly based at ZSL London Zoo in learning spaces and out in the zoo

***Expectations of job holder***

* To familiarize themselves with, and adhere to, relevant ZSL policies in all aspects of the post holder’s work, including (but not limited to) ZSL’s policies on Safeguarding, Health & Safety, Dignity & Respect at Work, Global Code of Conduct, Equality & Diversity, Social Media Acceptable Use
* Demonstrate professionalism towards sensitive and confidential information
* To ensure that the policy for equality of opportunity is adhered to and promoted in all aspects of the post holder’s work
* To ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post
* To comply with and promote Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary
* To be committed to professional self-development, through participation in in-service training as necessary for the successful carrying out of the job
* To undertake such other duties as are commensurate with the grade of the post

*NB: This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive list of tasks and can be varied in consultation with the post holder to reflect changes in the job or the organisation.*

**Person Specification**

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| Experience |
| Essential | * Experience of working with people with learning disabilities or neurodivergent.
* weekends.
* Ability to coordinate groups, and organise daily workplans in a flexible and calm manner.
* Comfortable & confident meeting external partners and prompting internal colleagues for their contribution .
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| Desirable  | * Experience working with people of a variety of ages and abilities.
* Experience of working in horticultural, or similar hands on roles.
* Experience in delivering presentations/talks/events to a range of different audiences.
* Experience delivering programmes in either a formal or informal environment
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| Knowledge and skills |
| Essential | * Confident to proactively engage with a variety of audiences effectively.
* Able to ascertain the needs of their audience and adapt their delivery of a programme accordingly.
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| Desirable | * An understanding of how informal learning environments can be proactively inclusive to support learners with special educational needs and/or disabilities
* Knowledge of current environmental issues and sustainable actions that can be promoted to mitigate environmental impact.
* Advanced skills in using MS office packages, specifically Excel and PowerPoint or equivalent software packages will be acceptable.
* Able to demonstrate high accuracy and attention to detail with reference to written communications, whether in the form of documentation or call logging.
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| Additional requirements |
| Essential | * This post will require extensive outside working with direct exposure to the weather.
* This post requires occasional work during evenings and monthly basis for
* Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical).
* As the post involves working with children and vulnerable adults a DBS check will be required
* To comply with and promote Health and Safety policies and procedures.
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