



‘Communities supporting the Environment’

Volunteer – Description and Specification

Volunteer Role: Community Affiliate – Quality Mark

Accountable to: United Kingdom - Volunteer Co-ordinator (UK applicants) International Volunteer Co-ordinator (International applicants)

Location: Flexible: Home Based / Remote / Virtual

Status: Volunteer Role, we are happy to receive applications from all adult members of the community.

Overview:

The EnvironmentPlus Quality Mark Programme, is a Pioneering environmental sustainability focussed programme providing the opportunity for both individuals and organisations in the community to get actively involved. All funds from the programme are reinvested into community environmental programmes meeting the objectives of the United Nations Sustainability goals.

The Quality Mark is benchmarked and monitored against recognised international standards and objectives helping organisations to promote their sustainability efforts, and providing consumers with confidence.

The Quality Mark programme is based on the concept of “*Communities supporting the Environment*”

Volunteer Role purpose:

Following several years of research, planning and development, our team has successfully launched the EnvironmentPlus Quality Mark programme, and our ambition is to offer individuals, non-profit organisations, schools, community groups, and commercial businesses in our communities across the United Kingdom, the opportunity to become members to help ensure that we drive forward the importance of high standards in relation to environmental sustainability and for us all to play our part in helping reduce not only emissions but also other environmentally damaging practices.

Environmental sustainability and emissions reduction is one of the biggest challenges for this and future generations, so this volunteer role is an essential element of ensuring the success of the programme as we move forward. Every week we link to hundreds of communities across the United Kingdom and internationally, and we need to ensure we have a network of dedicated volunteers to provide clear signposting to our website and programme materials to give individuals and organisations easy, simple and straightforward access to join the programme. This is an exciting time for to join our team and act as a primary interface between the programme and our future members. We want the best people possible, to help offer the best service provision to our future members.

This role would suit a driven individual with the ability to offer at least 8 hours per week to the programme, who can lead and participate through their ability to either communicate with people virtually on our behalf, or organise and deliver small local friendly projects and events, and can engage audiences of all ages through honed communication skills, and ultimately, can deliver a sales and marketing campaign that will produce growth and improve engagement within our vibrant membership community.

The post holder will report to the Volunteer Co-ordinator who sits within the Marketing and Communications Department. They will work collaboratively with the wider EnvironmentPlus International team.

To apply for this position, please send a completed Volunteer Application Form to **patrick@environmentplus.org.uk** the Volunteer Co-ordinator will normally be in contact within 5 working days following receipt of your completed application.

Main duties of the volunteer role:
• To act as the first initial point of contact for adult members of the community and prospective programme members within your circle of friends and within your local community, signposting and directing potential members via multiple communication channels (in person, social media) providing a high level of friendly customer service.
• Signpost and guide members of the community to the www.environmentplus.org website and information about the Quality Mark Programme membership, and joining instructions.
• To assist in the promotion of the social programme and development of membership in your local community through distributing information, and other promotional materials.
• To manage and develop membership events as agreed with the Volunteer Co-ordinator
• Attend events, both internally and externally to promote the Quality Mark Programme and its membership opportunities
• Work with the Volunteer Co-ordinator to recruit additional volunteers in your community.
• Assist in the development of the membership, and volunteer recruitment and retention strategies
• To keep basic records, and produce basic reports on recruitment and retention activities, marketing campaigns and consumer behaviour
• Must be available to volunteer and contribute a minimum of 8 hours per week

	Essential (E) Desirable (D)
Skills, experience and knowledge	
• ☐ Thorough working knowledge of Microsoft Office (particularly Outlook, Word) and 'if possible also Excel and PowerPoint	D
• ☐ Knowledge of Social Media (Facebook, Twitter etc..)	D
• ☐ Excellent telephone manner and able to communicate effectively to a range of audiences	E
• ☐ Excellent written communication skills	D
• ☐ Ability to keep basic records, and produce basic reports	E
• ☐ Ability to analyse general data and produce reports	E
• ☐ Excellent social skills, customer service skills	E
• ☐ Knowledge of data protection policies	E
• ☐ Experience in coordinating volunteers or groups of people	D

Qualifications	
• ☐ Full school education	D
Personal Attributes	
• ☐ Absolute attention to detail	E
• ☐ Excellent organisation and time management skills	E
• ☐ Ability to work on your own initiative or as part of a team	E
• ☐ Willingness to learn new skills	E

We require ALL, of our volunteers at all times, to represent the organisation and our membership in a positive and respectful manner, following the roles and responsibilities of the post within the framework of our Equal Opportunities Statement (as per your application form) and at all times you need to meet all legal requirements such as meeting the General Data Protection Regulation requirements. You will be expected to be respectful of others at all times, be polite, friendly, always offering excellent customer service. You will be dressed appropriately for the role that you hold.

We value the contributions made by our team of volunteers, although these roles are unpaid, volunteers can gain lots of skills, meet new people, and make a big positive impact on and for their communities. Under the law for volunteers in the United Kingdom, we are not permitted to provide 'Wages' 'Benefits in Kind' or 'Rewards' however we can provide you with excellent experiences, and after six months service we could provide you with a reference if required, which could definitely contribute towards a future job, apprenticeship or educational application. All salaried position opportunities within the organisation for the United Kingdom and for International posts are initially opened to our volunteer network before we promote externally, and volunteer experience can greatly assist you to apply for future positions.

If you feel you meet the above criteria, we would love to consider you as a member of our national United Kingdom volunteer team.

APPLY TODAY !!

We are waiting to hear from you.

Volunteering – Equal Opportunities

" We're proud to offer equal opportunities for those volunteering with us - and celebrate our volunteers' differences, regardless of race, colour, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status. Different, and differences makes us better."

