



Job Description

Head of Education, Engagement & Volunteering

(Working title: Head of Working with Communities)

Interim, maternity cover

Reports to	CEO
Responsible for	Providing organisational leadership as part of our Senior Management Team, and to lead our work in education, community engagement, volunteering and communications.
Location	Hybrid work at home and in the office based in Leatherhead with travel across the South East, particularly South London, Surrey and Kent.

The role

In the last 20 years, the Trust has led more than 7000 volunteers in making a positive difference to their local river by giving 40,000 hours to our cause. During this time, we have also inspired 20,000 children about rivers, providing high-quality education that stimulates a lifelong passion for nature. From river cleanups to outdoor education, river restoration events to citizen science. We aim to put healthy rivers at the heart of communities.

The Interim Head of Education, Engagement & Volunteering will provide maternity cover for approximately 12 months from April 2023, including handover periods. The primary purpose of the role is to act as a leader within the Trust, facilitating the continued establishment, development and growth of the Working with Communities Team (WWC).

Our ambition is to reach as many people as possible in the south east, to teach and inspire them about rivers, and how everyone can play a part in restoring and protecting them. We do this through a wide range of engagement opportunities, delivering citizen science projects, educational programmes, guided walks and volunteering events. Part of this role will be to find new and creative ways to reach more people across more diverse audiences (public and corporate) in the catchment areas we serve - maintaining and developing relationships and partnerships with key stakeholders and communities.

As a leader within SERT, you will bring passion for our cause and demonstrable experience in gaining grant funding and delivering inspiring outcomes from volunteering, education and engagement projects and programmes. You will bring a strategic mindset to develop and plan new approaches, a keen understanding of online marketing and communications tactics, and strong practical and organisational skills to ensure project commitments are met and high quality events are delivered.

About us

The South East Rivers Trust is an environmental charity bringing rivers and their catchments back to life. Working in 12 river catchments across the South East, the Trust connects communities and mobilises citizen scientists to educate and engage people on the importance of rivers, and supports and challenges stakeholders, businesses and individuals to protect them. The Trust uses data and evidence to target positive action and works with nature to make rivers healthy again. This includes tackling water pollution, addressing water scarcity, reconnecting rivers and restoring habitats. www.southeastriverstrust.org.

Working at the South East Rivers Trust is challenging, rewarding, fulfilling and busy; we work collaboratively and with passion, and this is reflected in our core values of: delivering high quality work, using expertise and scientific understanding, building good and effective relationships and bringing positive energy to all we do. If this sounds like an environment that you would thrive in, we would love to hear from you.

Key duties & responsibilities

Team leadership

- Lead, motivate and inspire the WWC team, a geographically diverse team working as part of a hybrid model. Develop the strategic direction and goals of the team.
- Direct line management of the following roles within the WWC Team: Volunteering and Engagement Officer, Education Development Officer (line manager of the Assistant Education and Engagement Officer), Communications Officer, Plastics Project Manager (line manager of the Plastics Project Officer), Contractors and volunteers as required
- Support and challenge the WWC team to be their best; adhere to HR policies and procedures; lead by example by modelling our values and behaviours.
- Oversee the development and delivery of fundraising plans and team funding. While funding is secure for the maternity cover duration, future funding for the team and its further expansion is a priority.
- Support the WWC Team in their project management, e.g. time-forecasting and budgets.
- Be an active member of the WWC team attending events, classes and activities where needed.

Education and engagement

- Oversee the ongoing development and delivery of the Trust's education and engagement strategy for communities, schools, families, and adults. Making sure that this is in line with our vision and priorities, and key national policies and any arising opportunities.

Volunteering

- Lead and oversee the Volunteering and Engagement Officer, collaborating with them to develop an impactful volunteering programme that inspires local communities, businesses and stakeholders to participate in the protection and improvement of rivers in the south east.
- Develop a robust corporate volunteering engagement strategy (e.g. CSR)

Marketing & Communications

- Lead and oversee all Marcoms functions for the charity, including both internal and external communications, PR and digital activities (web and social media).
- Support the Communications Officer in the strategic growth and development of the Trust's digital communication channels including social media, website and campaigns.

Funding & Income

- Responsible for identifying and securing funding to deliver the strategy from a variety of sources including grants and corporate sponsorships, and exploring new avenues such as supporter donations, legacy giving, and corporate sponsorship.
- Research corporate offers and funding for similar organisations, using learnings to inform a plan for SERT.

Organisational leadership

- Provide clear, values-based organisational leadership as a member of the Senior Management Team and a trusted advisor to the CEO. Model our leadership values and behaviours at all times.
- Manage and develop strategic partner relationships with key stakeholders to increase our outreach and develop our role as an expert regional rivers trust.
- Collaborate with colleagues in the Science & Partnerships, Water & Land Stewardship, Restoring Rivers & Catchments and Finance & HR teams, to deliver fully integrated engagement and outreach activities.
- Lead the organisation's ambition to reach more diverse audiences that reflect the communities in the south east, through partnerships, events and communications.

General duties

- Ensure all WWC programmes and projects are delivered on time, to budget, evaluated and reported on appropriately.
- Work in accordance with SERT policies, paying particular attention to Health and Safety policy and contribute to the maintenance of a healthy and safe working environment.

Person specification

Please keep this list of competencies in mind, together with the Trust's core values when completing your application. Knowledge, experience, skills and aptitudes will be assessed through the application process and at interview.

Requirements	Essential	Desirable
Training & Experience		
Experience of developing, leading and evaluating volunteer, education and engagement programmes, activities and projects to reach a variety of audiences.	X	
Experience of creating and maintaining strategic partnerships with diverse stakeholders and audiences.	X	
Experience of managing and developing digital marketing and social media activities, with a thorough understanding of online analytics and measurement		X
Strong track record of securing funding from a range of sources in a charity setting including grants; experience of delivering a range of fundraising activities	X	
Experience line managing a team, including coaching and mentoring people to achieve their best.	X	
Experience within the leadership team of a charity.		X
Knowledge & Understanding		
Understanding of the drivers of communities, volunteers and schools, as it relates to different models and theories behind best practice education and engagement.	X	
Experience of budget management	X	
Skills & Personal Attributes		
Excellent communication skills, able to communicate information on rivers and environmental issues to a range of audiences using a range of media.	X	
Excellent organisational skills.	X	
A strong passion for educating and inspiring people and communities.	X	
Miscellaneous		
Commitment to equality of opportunity.	X	
Happy to work occasional weekends and evenings when required.		X
Current driving license and vehicle which can be used for work purposes.	X	
Suitable, safe home working environment.	X	

Conditions of service

Salary: £39,000 to £44,000 depending on level of experience.

Contract period: Full time or 0.8 FTE, starting asap. This contract, as temporary maternity cover, will end upon the return of the employee on maternity leave. We anticipate this contract will be approximately 12 months in duration from April 2023 and will include a handover period, however the we ask for a degree of flexibility on exact timing.

Pension: SERT operates a contributory pension scheme and will pay 9% of salary subject to a 6% employee contribution.

Homeworking and vehicle: The Trust operates a mix of home and office based working, with travel across the SERT area, and so you will need to be able to provide a suitable home working environment, with the Trust office located in Leatherhead. We will provide a laptop and mobile phone. We would prefer the post-holder to be based in the SERT area, but this is not an absolute requirement. A full driving license and access to your own vehicle is required.

Annual leave: Annual leave entitlement is 25 days plus public holidays, pro rata for part time.

Hours of work: The basic working week is 37.5 hours. Some evening or weekend work will be required for which time off in lieu can be taken. No overtime will be paid.

Right to work in UK: All applicants must have the right to work in the UK. We do not sponsor applicants from overseas.

Employee benefits

- Hybrid working and homeworking
- Flexible and part-time working opportunities
- Enhanced leave policies including sickness, maternity and paternity
- Employee Assistance Programme
- Wellbeing team, with trained Mental Health First Aiders
- Four staff away days per year
- TOIL allowance
- Commitment to career development and training, including but not limited to:
 - Individual career development plans
 - Attendance at external training and conferences relevant to role
 - Internal training relevant to role
- Access to resources and training via affiliated memberships including NCVO, The Rivers Trust, River Restoration Centre.

Application process

At SERT we believe in equality of opportunity and positively encourage applications from suitably qualified and eligible candidates regardless of age, sex, race, disability, sexual orientation, gender reassignment, religion or belief, marital/civil partnership status, or pregnancy and maternity. We are committed to better reflecting society and the communities who use, need and enjoy our rivers within our workforce. We welcome requests for flexible working. All applications will be judged solely on merit.

Please email the following to jobs@southeastriverstrust.org:

- a completed Application Form for the relevant job role that you are applying for

- a completed Equality and Diversity Monitoring Form

We are running a rolling interview process, receiving applications up until a deadline of Wednesday 5th April at 11.59pm. Interviews will take place by Zoom or at our offices in Leatherhead.

If you would like to discuss the position please email jobs@southeastriverstrust.org, with your enquiry and we will arrange to call you back.

Applicant privacy policy

When submitting your application to us, it is important you are aware of what will happen to your personal data after the position is filled. Please download and read our Applicant Privacy Notice from the website.