

## Profile

National Volunteering Operations Manager with a record of leadership, development and creativity in the conservation charity sector. Reporting to and deputising for the Head of Volunteering and Employee Engagement.

Experienced in providing direction and leadership for Volunteering Operations to ensure the effective delivery of services. Recognised as being an engaging leader with strong communication skills and being a robust and visible champion of high quality volunteering activity.

Knowledgeable in providing high level advice, guidance and support to Senior Managers, management teams and projects ensuring they have the skills, knowledge and competencies to develop and implement innovative and effective organisation wide volunteering initiatives in line with volunteering good practice.

## Highlights

- Responsibility for the Volunteering Management System and the subsequent vetting and checking of volunteers.
- Expansion of the Residential Volunteering Scheme, including Volunteering Internships.
- Accountability for the management and contribution of the charity's Local Group Network in the community.
- Management stakeholder engagement for all new initiatives across the RSPB.
- Development of quality standards of volunteering engagement at all levels of the charity's work.
- Communication, sharing of good practice, evaluation of volunteer satisfaction, measures of volunteer effectiveness and contribution.

## Career History

### **The RSPB (The Royal Society for the Protection of Birds)**

*The largest nature conservation charity in the country, consistently delivering successful conservation, forging powerful new partnerships with other organisations and inspiring others to stand up and give nature the home it deserves.*

### **Volunteering Operations Team Manager (UK Headquarters)**

**2017 to date**

Promoted to leadership of headquarters development team and operational volunteering teams in the regions and UK countries; 12,000 regular volunteers; over 970,000 hours. Direct management of a central team of 7 employees and 24 volunteers. Matrix management of regional and UK countries volunteering teams.

- Developed and delivered an organisation wide approach to building skills, competencies and confidence in volunteer management, leadership and participation.

- Reviewed existing reference checking and vetting in relation to volunteer activities, agreed and implemented. Including the move to electronic online references and outsourcing DBS/PVG scheme disclosures combining the paid and unpaid workforce.
- Led the identification, implementation, monitoring and reporting for mandatory training to ensure legal compliance (EUGDPR, PCI DSS and Driving Licence Checks with DVLA) and safeguarding in relation to volunteers.
- Provided leadership on the quality standards for our approach to volunteer management to ensure regions and UK countries have the skills, knowledge and competencies to support our volunteering ambitions.
- Instrumental in the design of the internal campaign to revolutionise volunteering throughout the charity, launch date 5<sup>th</sup> November 2018. Simple measurable objective as an increase in volunteer hours and percentage of workforce.
- Working with Head of HR Business Partnering, Head of L&D People Consultants and HS&E to embed the people strategy and volunteering implementation plan. Ensure one team working and the integration of volunteering policies and procedures align with the paid workforce where appropriate.

### **Volunteering Development Consultant**

**2015-2016**

- Completed a review with recommendations for a revamp of the volunteering pages of the RSPB website.
- Developed a volunteering communications plan, for both the internal and external audiences.
- Supported, coached and advised the team during an organisational restructure and move to a different directorate.
- Assessed and shaped a clear pathway for reward and recognition of volunteers from an informal thank you, through a discount card, long service awards and a retirement print.
- Completed a review of the activities and contribution of our existing community group network, recommendations approved and being trialled as ongoing development.

### **Volunteering Development Officer**

**2002 - 2015**

- Embedded and facilitated the communication of the RSPB's brand change and move from birds to all wildlife to ensure that volunteers came with us on their journey, ensuring they were heard and kept up to date.
- Complete update of the local group handbook, involving stakeholders from all areas of the organisation. Dissemination of the information and clarification of the changes to operation of the group network.
- Creation of a team of 10 volunteers including social media, journalist, editors and photographers. Many based from home and not coming to the office. Combining their skills to create a library of resources consisting of quotes, stories, experiences, photographs and video to assist in the promotion of volunteering with the RSPB.
- Researched IIV. Proposed and agreed not to go through IIV as IIP already achieved. Additional investment for IIV wasn't considered good use of charitable funds.

### **Maternity leave**

**2001 - 2002**

### **Wildcard Promotions**

**1999 - 2001**

*Self-employed partnership. Production of specialist postcards, greeting cards and leaflets as an online bulk printing at discount prices venture.*

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| <b>Business Consultant</b>   | <b>1997 - 1999</b> |
| <i>Working with companies primarily within the print industry to problem solve, restructure, develop processes or sales promotion. Clients included: Nighthawk Electronics Limited; The Modern Printers; Futureprint Limited and Dejavu Colour Limited</i> |                    |
| <b>Harkwell Adhesive Labels</b>  | <b>1996 - 1997</b> |
| <i>Leading label printing technology providing a complete packaging solution for the food industry; Sales Office Manager</i>   |                    |
| <b>Perivan Colour Report &amp; Accounts</b>  | <b>1994 - 1996</b> |
| <i>Market leader independent corporate and financial printer in the UK; Team Leader</i>  |                    |
| <b>Episys Limited</b>  | <b>1994 - 1994</b> |
| <i>Custom Software Development and Programming Services; Consumable Sales Manager</i>  |                    |
| <b>Ransons Press Limited</b>   | <b>1984 - 1994</b> |
| <i>Colour and commercial printers; from Order Clerk, Production Control to Commercial Manager</i>  |                    |
| <b>B &amp; R Photo's</b>   | <b>1983 - 1984</b> |
| <i>Self-Employed Portrait Photographer</i>   |                    |
| <b>M D Cooper Opticians</b>  | <b>1981 - 1983</b> |
| <i>Receptionist/Stock Controller</i>   |                    |
| <b>K.E.L. Motors</b>   | <b>1980 - 1981</b> |
| <i>Apprentice Garage Mechanic</i>  |                    |

## Education/Qualifications

### **RSPB Learning & Development - 2003 to date**

Delivering One Team for Nature (Organisational Leadership Programme); Working with Volunteers; Volunteer Group Treasurers; Volunteer Group Leaders; Train the trainer; Project Management Framework; Career Performance & Development Planning; Manager as Leader; Manager as Coach and many other soft skills.

### **ILM Institute of Leadership Management - 2009 onwards**

Level 7 Executive Coaching & Mentoring; Train the Trainer; Transactional Analysis; Paradox & Tension Management and Conflict Resolution & Mediation.

### **The International Hypnosis Society - 2008**

Eriksonian Hypnosis.

### **Society of NLP (Richard Bandler) - 2007**

NLP Practitioner and Master NLP Practitioner.

### **NCFE Newcastle College - 2006**

Life Coaching Level 2 and 3.

### **The London College of Printing, Elephant & Castle - 1987 to 1990**

City & Guilds in Print Management and Organisation with 6 distinctions and 7 Merits.

## **O Levels - 1979**

Maths B; English Language B; English Literature A; Home Economics A and Metal Work B.

## Other Information

**Activities:** Volunteer within a small volunteer led charity, Hunts Cancer Community Network. A consultant role assisting in all aspects of the charity but primarily focussed on their volunteer programme.

**Interests:** I am passionate about personal development and communication. Learning is important for me – through face to face training and self-study. I live in the country and appreciate the simple pleasure of walking my dog. I share my home with my teenage daughter and our three black cats.