



Nature & Community Assistant Job Description

Our inner-city parks have never been so important. They have been crucial in supporting community health and wellbeing throughout the pandemic and they have huge potential to support nature in response to the climate and ecological emergencies in our cities.

Volunteers are key to this. Our park volunteers are the people who go the extra mile to bring their park to life and the potential for volunteering across Bristol is huge but unrealised.

We are working closely with Bristol City Council to realise that potential. Together we are improving support for volunteers and creating accessible and attractive volunteering opportunities.

This role is funded by the West of England Combined Authority through the UKSPF and administered by the West of England Combined Authority. We are looking for a part-time Community Support Officer to provide support to volunteers and assist in coordinating volunteer activities.

You will help us provide an outstanding volunteer experience, working closely with volunteer facing roles from Bristol City Council and Your Park Bristol & Bath. You will monitor our inbox, use and support others to use our database and support in the organising of volunteer activities. You will help volunteers feel valued and enable them to make a difference to their park.

You will be seconded into Bristol City Council to enable ease of work through access to relationships, systems and tools and work very closely with their Volunteer Coordinator.

Location: Primarily home based, with the opportunity to work from the BCC Parks Depot and Engine Shed in Bristol.
Contract: Part time (15 hours per week, ideally worked over 3+ days) until 31st March 2026.
Salary: circa £20,000 FTE depending on experience

Flexible working is fully supported. This role would suit someone wanting to fit their hours in around existing commitments.

Additional benefits: Company pension contribution after passing probationary period, reimbursed expenses, 25 days annual leave pro rata plus Birthday leave and office closure between Christmas and New Year, flexible and supportive employer, training and support.

You will...

Support the growth of inclusive volunteering action across Bristol's parks to create biodiverse, welcoming and accessible spaces. With the support of the team, you will...

- Act as the key point of contact for volunteering enquiries across the city, managing the volunteering inbox to ensure quick responses;



- Be a point of contact to support users of the volunteer database and set up new volunteers on the system;
- Respond to enquiries from the public and businesses about volunteering, discussing with the volunteer coordinator where necessary;
- Promote volunteer activities using social media and updating webpages;
- Maintain volunteer confidentiality where necessary;
- Work with colleagues to help link volunteering opportunities with organisations and groups across the city;
- To work within the relevant legislation, policies and procedures;
- To maintain a first-class level of customer service ensuring that all volunteers, staff and businesses are treated efficiently and in an appropriate manner;
- Actively support and take action to increase the diversity of park volunteers;
- Provide additional administrative support to the UKSPF funded project and volunteering teams as required.

You will...

- Be a natural people person, able to build rapport and relationships easily;
- Be highly IT literate and proficient;
- Have experience of using a customer relationship or enquiry management system;
- Have knowledge of and a passion for Bristol's parks and green spaces;
- Have the ability to see how use of IT can improve process and efficiency;
- Have high levels of patience, supporting people to grasp systems not familiar to them – supporting colleagues and volunteers in their learning of new IT systems;
- Enjoy problem solving and finding solutions in process and IT;
- Be enthusiastic and positive with the ability to work under your own steam;
- Have a methodical approach to process;
- Have an aptitude for accuracy and attention to detail;
- Be willing to take an Advanced DBS Check.

Diversity and inclusion

Our beneficiaries come from all walks of life and we want to hire great people from a wide variety of backgrounds because it makes us stronger. If you share our values and enthusiasm for access to Bristol and Bath's parks, you will find a home here.

All applicants will be treated equally but we want to build our level of lived experience. Therefore, we are particularly interested in receiving applications from people who are from ethnically diverse backgrounds, living with a disability, caring for a loved one unpaid, or from low-income households.

Application process

To apply please send your CV and a two-page maximum covering letter detailing why you are interested in the role and how your skills and experience meet the person specification to charlee@yourpark.org.uk by midnight on 18th June 2023.

For an informal discussion about the role, please contact Charlee Bennett at charlee@yourpark.org.uk.