

# Deputy Operations Coordinator



Join a leadership and operational delivery role on Re:Green – the first ever UK volunteer programme for Raleigh International. It is time to get out and take urgent action to drive the green recovery and address the climate emergency.



## Our Volunteer Managers

As a Deputy Operations Coordinator you are part of and responsible for the Volunteer Manager team on Re:Green. Together you will be the driving force behind our projects, working with Raleigh International staff to ensure Re:Green runs smoothly and that all volunteers are safe and inspired to create change.

## Deputy Operations Coordinator (DOC)

This is a hugely varied role where you will assist with the daily operational planning of Re:Green including logistics, safety, transport, delivery of training and management of volunteers. The role demands a high level of organisation, problem solving, decision-making and relationship management, all within the support structure of the management team. You will:

- Create and deliver an ongoing plan of action for the Re:Green programme, dividing up duties as necessary between the Volunteer Manager team.
- Plan and run induction and training programmes for all Volunteer Managers and volunteers.
- Act as a positive role model, offering guidance and leadership to the team, whilst respecting the abilities and remit of others, and helping to create a positive living environment.
- Support and oversee the work of two Project Support Coordinators.
- Offer ongoing coaching, support and 1-to-1 sessions with the Volunteer Managers.
- Be ready to respond to a variety of situations including medical emergencies, code of conduct related issues and challenging behaviour.
- Maintain 24/7 operational communications for all groups and provide support throughout.
- Manage the administration of all volunteer data including guarding valuables.
- Plan and run changeovers for Volunteer Managers and volunteers between projects.
- Conduct visits to project groups to offer support, pastoral care, technical advice and assist with any group issues.
- Step in as a Volunteer Manager on projects if required.

## Skills and attributes

- Demonstrate a high level of personal leadership.
- Excellent time management, planning and organisational skills with the ability to prioritise and organise a busy workload, work autonomously on own initiative both reactively and pro-actively.
- Exceptional communication skills, able to clearly and confidently brief and organise large groups and work as a key positive influence amongst a diverse team.
- Flexibility and adaptability to the needs of the programme, with the ability to quickly acquire and implement new skills.

# Deputy Operations Coordinator



- Logically plan and produce practical solutions to major administrative and organisational challenges.
- Ability to use own initiative and make decisions in accordance with Raleigh International's directives, policies and budgets.
- Ability to articulate information clearly and deliver training to others.
- Excellent crisis management skills.
- Willingness to abide by Raleigh International's Code of Conduct.

## Eligibility and requirements

### Essential

- Previous experience with Raleigh International at Volunteer Manager level or of similar responsibility.
- UK based / right to work in the UK.
- Pass a DBS enhanced check.
- Intermediate or above English language skills, verbal and written.
- Experience of training and leading groups.

### Desirable

- Minimum two years' management experience and/or experience of working with young people (18-25).
- Full clean driving licence.
- A good understanding and experience of environmental and sustainable development issues and the ability to enthuse others on the issues.
- Experience of travelling to or living in remote locations.
- Good IT literacy (Microsoft Office and databases).