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.
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- 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).