PERSON SPECIFICATION

Post title: Volunteer Development Officer
Directorate: Resources
Grade: 5

Requirement	Essential/ Desirable	Method of Assessment
Knowledge/Experience		
Experience of recruiting, coordinating or supporting volunteers	E	Application form / Interview
Experience of coordinating volunteers across multiple projects, teams or service areas	E	Application form / Interview
Experience of organising events, activities or programmes	E	Application form / Interview
Experience of partnership working with community groups or external organisations	E	Application form / Interview
Experience of developing or delivering volunteer induction or training programmes	E	Application form / Interview
Experience of maintaining volunteer records, databases or volunteer management systems	E	Application form / Interview
Experience of developing volunteer recruitment, engagement or retention initiatives	E	Application form / Interview
Experience of developing new initiatives or projects	D	Application form / Interview
Experience of leading groups in an outdoor, community or conservation setting	D	Application form / Interview
Experience of working within a National Park, local authority, charitable or conservation organisation	D	Application form / Interview
Knowledge of volunteer management principles and good practice	E	Application form / Interview
Knowledge of volunteer recruitment and retention best practice	E	Application form / Interview
Understanding of safeguarding and safer recruitment principles and their application to volunteer recruitment, induction and ongoing support, including recognising and reporting concerns through appropriate procedures	E	Application form / Interview
Education/Training/Qualifications		
Relevant qualification in community development, volunteer management, environmental studies, recreation management or related discipline	D	Application form / Interview
Volunteer management qualification or training	D	Application form / Interview
First Aid qualification	D	Application form / Interview
Practical countryside management qualifications	D	Application form / Interview

Willingness to undertake and maintain safeguarding and safer recruitment training appropriate to the responsibilities of the role	E	Application form / Interview
Skills/Abilities		
Excellent communication and interpersonal skills	E	Application form / Interview
Ability to motivate, inspire and support volunteers from diverse backgrounds	E	Application form / Interview
Ability to build positive relationships with staff, volunteers and partners	E	Application form / Interview
Ability to coordinate activity across multiple teams and stakeholders	E	Application form / Interview
Ability to design and deliver training, guidance and support materials	E	Application form / Interview
Ability to develop practical solutions and improve ways of working	E	Application form / Interview
Ability to analyse volunteer information and produce reports and recommendations	E	Application form / Interview
Ability to maintain accurate records and use digital systems	E	Application form / Interview
Competent IT skills including Microsoft 365 applications	E	Application form / Interview
Practical countryside management or conservation skills	D	Application form / Interview
Other Requirements		
Full Disclosure & Barring Service (DBS) Check	E	DBS service
Willingness to work occasional evenings and weekends	E	Application form / Interview
Commitment to continuous personal and professional development	E	Application form / Interview
Able to travel throughout Dartmoor National Park and attend volunteer activities as required	E	Application form / Interview
Subject to occupational health approval, is able to meet the physical demands of the post	E	OH service

Job Specific Competencies (refer to Competency Framework)

Communication & Interpersonal Skills (Level 2)

- Uses positive communication to give praise and celebrate success
- Presents information in a way that is logical, relevant and meaningful to the recipient(s)/ target audience.
- States own views clearly, concisely and confidently, providing relevant evidence to support their case.
- Uses a range of communication techniques to gain and maintain the attention and interest of others.

- Consciously identifies the best communication channel for their message and to suit the needs and preferences of the intended audience.
- Actively recognises when a message has been misinterpreted and provides clarity.
- Makes information available promptly to those who need it internally or externally.

Development of Self and Others (Level 2)

- Takes responsibility for personal learning and development.
- Responds positively to feedback and applies learning.
- Makes suggestions for improvements to work processes in role / team.
- Demonstrates willingness to work on different tasks and in different areas to gain experience and broaden own skills.
  Demonstrates an awareness of own strengths and weaknesses, and identifies development needs and opportunities

Strategic Awareness (Level 2)

- Is clear on the key priorities for DNPA and strives to achieve them.
- Has a clear understanding of the organisational policies and procedures and works within these.
- Understands the role of the Members in relation to the work of DNPA. • Sets priorities and demanding but achievable objectives for others.
- Supports others to understand standards expected of them and monitors progress against objectives.
- Responds to changing priorities; re-prioritising own workload and that of others as required.
- Encourages a constructive response to change in others through a positive and collaborative attitude.

Working Effectively (Level 2)

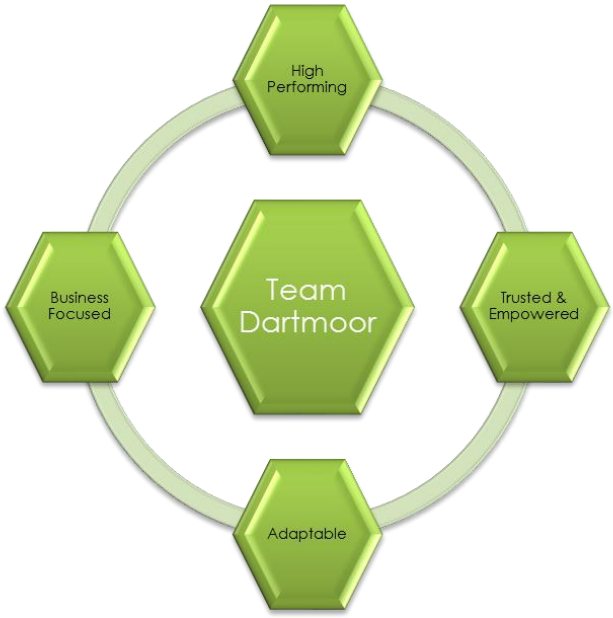
- Identifies ways of reducing inefficiencies and increasing effectiveness within own area of work.
- Ensures that own work and work of the team consistently meets high standards for quality and customer service.
- Communicates well with colleagues to ensure internal processes work efficiently and effectively.
- Suggests new ways to use and adapt internal systems and procedures to streamline work for self and others, without sacrificing quality of work.
- Adopts the principles of Parke House Project Management to plan ahead and liaise with colleagues when planning and delivering projects.
- Manages spending within agreed budget.

Decision Making and Problem Solving (Level 2)

- Makes timely and considered decisions based on analysis of available data, information and evidence.
- Demonstrates fairness and consistency in actions and decisions that impact on others.
- Takes time to review problems, identify and implement solutions.
- Demonstrates accountability for decisions taken.
- Takes into account the feedback of others in order to make effective decisions.

Continuous Improvement (Level 2)

- Constructively challenges the status quo, and seeks better alternatives if needed
- Shows an awareness of best practice and alternative methods of work; evaluates them and adapts them for DNPA use where appropriate
- Ensure that the knowledge and understanding of how changes will be made have been fully communicated and understood
- Acknowledges ideas for improvements and suggestions for change, and provides feedback on why ideas may or may not be adopted
- Supports the actions identified in the Developing Team Dartmoor ODS, in order to continually find ways of improving.



November 2026