

Community Volunteer Officer

35 hours per week, temporary contract until September 2028

We are Chester Zoo

We're not *just* an amazing, award-winning visitor attraction that's home to over 37,000 incredible animals inside 128 acres of stunning gardens. We're not *just* the UK's most popular zoo. We're a major wildlife charity that's committed to the recovery of endangered species, globally. And, as the world faces an extinction crisis, we're making a hugely significant contribution to conservation at a time when it's needed most. We are Chester Zoo and we prevent extinction.

The Role

We now have an exciting new role for a Community Volunteer Officer to join our Conservation Education and Engagement Directorate. This role is part of the *Networks for Nature* project team.

Networks for Nature spans c60 square miles from the River Dee to the River Mersey, including Chester and Ellesmere Port. This is a collaborative partnership project working with Cheshire West and Chester Council, The Land Trust, Cheshire Wildlife Trust, Canal and River Trust, and Sustrans with the aim to drive nature recovery in a mixed-use landscape, creating diverse habitats for species to thrive now and for years to come. We will empower communities to have an active role in conservation action and stewardship and will focus on making nature more accessible to and inclusive for everyone to enable connection and improve wellbeing. To find out more about Networks for Nature visit [Networks For Nature | Conservation at Chester Zoo](#).

As a Community Volunteer Officer, you'll work closely with the Community Volunteer Assistant Manager and *Networks for Nature* project staff to engage and empower volunteers to make a real impact on conservation efforts. You'll be responsible for day-to-day volunteer administration, recruitment, and support, while helping to deliver exciting activities, including hands-on conservation projects and training sessions. This is your chance to be at the heart of the *Networks for Nature* project, contributing to positive change in nature while gaining valuable experience and skills.

Due to the working rota of 10 days in 14 and working every other weekend, there will be some cross-over between the activities delivered within this role and the Wildlife and Wellbeing Officer role.

We're looking for someone who can:

Event Planning & Delivery: Help plan and run volunteer events, training, and networking opportunities for community volunteers and Wildlife Champions.

Logistical Support: Provide support for activities like networking, micro-volunteering, and conservation action days, from small coffee mornings to large events for up to 250 participants.

Engagement Monitoring: Track participant feedback through surveys and regular check-ins. Collate data about participation in community activities, share data with funders and internal teams.

Daily Volunteer Engagement: Manage volunteer communications such as emails, newsletters, recruitment, rosters, and event sign-ups. Provide support, encourage engagement, and offer pastoral care as needed.

Safety & Risk Assessments: With support from the Community Volunteer Assistant Manager, ensure all activities are safe and well-planned, creating personal risk assessments with volunteers if required.

Training & Development: Assist with training sessions for volunteers and Wildlife Champions to enhance their skills, leading parts of the training when needed.

What makes Chester Zoo a great place to work?

Well, where do we start? Here goes...

We're a huge team of conservationists, scientists, educators, animal welfare experts, marketeers, visitor experience professionals, environmental policy influencers; the list goes on. Each and every one of us is on a mission to make Chester Zoo the best in the world, and our planet a better place.

As the UK's biggest and best zoo, we have ambitious goals, exciting plans, and there's always lots going on here. We're an inclusive and diverse organisation, made up of over 600 permanent and 500 temporary team members, and we know how important it is to invest in our colleagues to help boost their career development. We have ambitious goals, and we want you to be with us for the long term on our exciting journey.

Our working environment could not be more different from a typical office – where else can you see critically endangered orangutans from your office window, or stroll among rare giraffes and tigers on your lunch break?

The Package

- Fixed term contract until September 2028
- 35 hours per week
- Salary £23,893.59 per annum pro rata
- The postholder will work 10 days over 14, working every other weekend and with two regular days off in the week
- 33 days annual leave plus the option to buy or sell up to 5 days (pro rata)
- Staff pass so you can visit the zoo during your time off, plus multiple complimentary tickets for your friends and family
- Cycle to work scheme
- Healthcare plan and employee assistance programme
- Discounted gym membership
- Discounts on cinema tickets, restaurants, high street shops and more via Perks
- Pension scheme with generous employer contributions up to 9%

Our Requirements

- An understanding & affinity to the organisation's mission, vision & values, with a strong interest in the conservation of UK nature.
- Experience in working with volunteers
- Strong administrative and organisational skills, with some experience organising events and training
- Experience of delivering activities/training with a wide range of audiences
- Sound working knowledge of computer software systems e.g. Microsoft Office Suite
- Excellent interpersonal skills
- Excellent communication and literacy skills including by phone, face to face and via email/online discussion boards
- Excellent time management, administration and planning skills.
- Experience of working in a busy office environment as part of a team & on own initiative
- Full driving licence

Although not essential, the following would be desirable:

- Working knowledge of volunteer management systems
- Experience monitoring and evaluating volunteering activities

Due to the nature of the organisation and the role, this post is subject to a DBS check.

The closing date for applications is **midnight 1st June 2025**

Shortlisting of applications and interviews for the role will take place while the advert is live; the advert will close once the successful candidate is found and it is possible this will be prior to the advertised end date. Candidates are therefore encouraged to submit applications as soon as possible.

Networks for Nature is made possible with The National Lottery Heritage Fund, thanks to National Lottery players.