 **Thames River Watch Volunteer Engagement Officer**

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| Job Description |

**Salary:**  £23 000 to 29 000 per annum depending on experience

**Contract length:**  2 years from the start of the contract

**Location:** Guildhall, London, EC2V 7HH

**Full Time:** 5 days a week (35 Hours)

**Responsible to:** Thames River Watch Programme Manager

**Job Purpose:**

This is a unique and exciting role within Thames21 supporting citizen science on the tidal Thames. This role is funded by two projects: Thames River Watch which trains and supports volunteers to collect new and valuable data about the health of the river and In-No-Plastics,[[1]](#footnote-1) which is developing innovative approaches towards prevention, removal and re-use of marine plastic litter.

Thames River Watch is funded by Tideway and Thames Water. It aims to monitor the impact of the new Tideway tunnel on sewage derived plastic pollution in the river while effectively connecting riverside communities to the river and supporting good river stewardship. You will play an important role in recruiting, training and supporting a network of volunteers to monitor the impact of the Tunnel on sewage-derived litter in the river.

You will also organise a series of foreshore events for volunteers to remove litter from the litter and support a network of independent River Action Groups. You will test the effectiveness of the In-No-Plastic app which aims to motivate volunteers to maintain clean-up efforts and examine what barriers to volunteer exist for people of different ages and backgrounds.

Thames21 recognises the positive value of diversity and we welcome and encourage job applications from people of all backgrounds

**Main duties and responsibilities:**

1. **Organising and leading events:**

Riverside events are an important way for the public to connect to the tidal Thames and play a role in improving the environment. In this role, you will:

* Co-ordinate and lead events on the tidal Thames which engage Londoners with Thames21’s key messages. This will involve leading volunteer clean-ups and events on the river at low tide, including local community open days on the foreshore.
* Carry out site visits and risk assessments, liaise with the Port of London Authority and local councils, and maintain equipment.
* Support the delivery of high profile annual events such as the Big Wet Wipe Count with support from the Tidal Thames team.
* Support Thames21’s affiliated River Action Groups to lead community events.

1. **Training**

The training of volunteers in our citizen science techniques is a crucial part of the project. This will require you to:

* Lead the training sessions, both in the classroom and on the river, alongside colleagues.
* Work with the Community Engagement Officer to recruit new trainees.
* Manage the training courses, including booking venues, Zoom meetings managing the registrations and booking confirmations.
* Update training materials based on feedback and on input from the Data Monitoring Officer.
* Work with Training Officer and Community Engagement Officer to recruit and train volunteers in Leading a Waterway Clean-up who are prepared to lead clean-ups.

1. **Volunteer recognition and support**

You will play a key role in keeping volunteers engaged and interested in the project. This will require you to:

* Manage and support volunteers with practical and pastoral support, mentoring volunteers as they learn our monitoring methodologies and supporting volunteers to become established within the project.
* Test the effectiveness of the In-No-Plastics social reward app to maintain motivation to maintain clean-up activity.
* Organise three volunteer networking events each year to bring together all TRW volunteers.
* Ensure volunteers receive regular updates to keep them engaged in the programme, using Mailchimp.
* Keep accurate accounts volunteer engagements with the project so that we ensure we recognise their contributions fairly, using our CRM system, ThankQ.
* Manage a Facebook page to keep volunteers uptodate.
* Liaise with Communications Manage to promote our events and findings on social media.

1. **Co-ordinating the citizen science network**

* Assist volunteers to conduct regular litter surveys according to new protocols by participating in monitoring sessions with volunteers until they have the confidence to conduct them by themselves.
* Manage an online system to co-ordinate activity on the tidal Thames.
* Keep in touch with volunteers to ensure monitoring frequency is maintained; and alerting your colleagues when .

1. **Schools outreach**

* Work with the Community Engagement officer to approach schools to take part in the programme.
* Co-develop materials for learning about the river.
* Lead foreshore visits for primary and secondary school students.
* Test the effectiveness of the In-No-Plastics social reward app amongst secondary school pupils via workshops and surveys.

1. **General Thames21 duties**

* Maintain clear records of progress, ensure all administration and statistical information is kept, and regularly upload information onto the Thames21 database.
* Regular co-ordination with Thames21’s Communications Team to ensure key milestones are recognised and volunteer opportunities are publicised.
* Attend Thames21 Team Meetings and liaise with Thames21 staff.
* Ability to attend occasional weekend and evening meetings and events.
* This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

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| **Person Specification** |

**It is essential that in your application you give evidence or examples of your proven experience in each of the following criteria including the competencies.**

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| **Skills, Knowledge and Qualifications:** | **Essential** | **Desirable** | **Assessed by** |
| Be able to plan and organise workload efficiently and effectively, including dealing with unexpected interruptions | √ |  | Application & Interview |
| A degree or equivalent qualification in a relevant subject |  | √ | Application |
| Ability to keep clear records and use data management software | √ |  | Application & interview |
| A good knowledge of water and local environmental quality issues and the scientific method | √ |  | Application & interview |
| Familiarity with the River Thames and the surrounding area |  | √ | Application |
| Able to drive a transit van in London confidently | √ |  | Application |
| Ability to make formal presentations | √ |  | Application & Interview |
| Ability to use social media platforms confidently and other communication platforms such as MailChimp etc. | √ |  | Application & Interview |
| Competence with MS Word & Excel and use of IT for communication and simple data analysis | √ |  | Application |
| **Experience of:** |  |  |  |
| Supervising, supporting and co-ordinating volunteers | √ |  | Application & Interview |
| Engaging with volunteers and providing practical and pastoral support to them in their role | √ |  | Application & Interview |
| Working with a diverse range of people of different ages, cultures and backgrounds |  | √ | Application & Interview |
| Managing contact databases and CRM systems |  | √ | Application |
| Community participation activities and equal opportunities issues and the ability to work effectively with a broad range of individuals and community groups, | √ |  | Application & Interview |
| Delivering training sessions to groups of adults |  | √ | Application & interview |
| Delivering educational sessions to primary and secondary school age pupils |  | √ | Application & interview |
| Working with a broad range of partners from statutory organisations, Environment Agency, local government, the voluntary and private sectors |  | √ | Application & interview |

**ADDITIONAL INFORMATION**

* 25 days paid annual leave are available pro rata plus public holidays. In addition, the Thames21 office is closed between Christmas and New Year.
* Thames21 operate a flexitime system of working.
* Interest free season ticket loan or bike loan is available
* Childcare voucher scheme is available
* Mobile phone for company use
* Thames21 have an ‘Auto Enrol’ Work Place Pension Scheme with NEST
* Healthcare scheme available (employee contribution only)
* The postholder must be willing to travel sensibly throughout London and occasionally throughout the UK

**Deadline for completed application forms: 6pm 30th Aug 2021**

**Interviews will be held on: 6th & 7th September 2021**

**Completed application forms should be emailed to**: [Michael.Heath@thames21.org.uk](mailto:Michael.Heath@thames21.org.uk)

Or posted to: Michael Heath, Personnel Manager, Thames21, Walbrook Wharf, 78-83 Upper Thames Street, London EC4R 3TD

1. [Home | In-No-Plastic (innoplastic.eu)](https://www.innoplastic.eu/) [↑](#footnote-ref-1)