



Hopefield Animal Sanctuary, Sawyers Hall Lane, Brentwood, Essex, CM15 9BZ

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Registered Charity Number 1181186

*"Saving Animals Together Since 1983"*

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### **Volunteer Experience Lead Job Description**

**Reports to: Head of Operations (or CEO)**

**Location: Hopefield Animal Sanctuary, Brentwood**

**Salary: £24,000 per annum**

**Hours: 32.5 hours per week (8am – 4pm)**

**Days: 5 days a week on a rota**

**Closing Date: Sunday 16<sup>th</sup> August 2026**

#### **Our Mission**

At Hopefield, we believe every animal deserves compassion, and every person who gives their time deserves to feel valued, supported and inspired.

Our volunteers are at the heart of everything we do. The Volunteer Experience Lead exists to ensure every volunteer has a positive, rewarding and memorable experience every time they visit.

#### **Purpose of the Role**

The Volunteer Experience Lead is responsible for creating an outstanding volunteer experience.

This isn't a desk-based management role. It's a hands-on role working alongside volunteers, supporting them throughout the day, helping them feel confident, answering questions, celebrating their achievements and ensuring they always feel part of the Hopefield family.

The Volunteer Experience Lead is the person who notices when someone is struggling, welcomes new faces, thanks volunteers personally and helps create a positive, supportive culture.

#### **Key Responsibilities**

##### **Welcome & Support**

- Welcome every volunteer with warmth and enthusiasm.
- Help new volunteers settle into Hopefield.
- Introduce volunteers to staff and other volunteers.

- Ensure everyone knows where they need to be.
- Be the friendly face volunteers can always approach.

### **Volunteer Experience**

- Make every volunteer feel appreciated.
- Regularly check in throughout the day.
- Offer encouragement and guidance.
- Recognise achievements both big and small.
- Celebrate milestones and long service.
- Help create a fun, inclusive atmosphere.

### **Working Alongside Volunteers**

Rather than supervising from a distance, you'll roll up your sleeves and work alongside volunteers whenever possible.

Whether helping clean animal enclosures, supporting events, gardening, preparing enrichment or assisting around the sanctuary, you'll lead by example and build relationships through teamwork.

### **Culture & Wellbeing**

- Promote Hopefield's values every day.
- Notice when volunteers may need extra support.
- Help resolve small issues before they become problems.
- Encourage teamwork and kindness.
- Make sure everyone feels included.

### **Communication**

- Keep managers informed of any concerns.
- Share volunteer successes.
- Pass on ideas from volunteers.
- Help improve the volunteer experience through feedback.

### **Standards**

- Promote safe working practices.
- Encourage high standards of animal care.
- Help volunteers understand why their work matters.
- Lead with positivity and professionalism.

### **About You**

- You'll be someone who naturally enjoys helping people.
- You'll love talking to people from all backgrounds and helping them feel welcome.
- You don't need to have all the answers—but you'll know how to encourage people, solve small problems and create a positive atmosphere.

Most importantly, you'll genuinely enjoy seeing others succeed.

### **We'd Love You To Have**

- Excellent people skills.
- A caring and positive personality.
- Confidence speaking to individuals and groups.
- Good organisational skills.
- Ability to motivate others.
- Calm under pressure.
- A team-first attitude.
- Passion for animal welfare.

Experience working with volunteers, hospitality, customer service or charities would be an advantage but isn't essential.

### **What Success Looks Like**

A successful Volunteer Experience Lead will ensure:

- Volunteers feel welcomed from the moment they arrive.
- Volunteers know they are appreciated.
- Volunteers build friendships and feel part of the Hopefield family.
- Volunteers leave smiling and wanting to return.
- Staff and volunteers work together as one team.
- Volunteer retention continues to improve.
- Volunteers recommend Hopefield to friends and family.

### **Our Values**

Every decision should reflect Hopefield's values:

- Compassion
- Kindness
- Respect
- Teamwork
- Positivity
- Continuous Improvement

**Additional Information:**

- There will be a 6-month probationary period
- Annual salary reviews - progression to £25,500–£26,000 based on performance and volunteer satisfaction

**To apply, please email a cover letter (essential) and a copy of your CV (also essential) to [office@hopefield.org.uk](mailto:office@hopefield.org.uk)**