

Position description

Position title: Volunteer Development Coordinator

Position type: Permanent Part-time (24 Hours/week across Mon- Thu)

Location: Zealandia Te Māra a Tāne, 53 Waiapu Road, Karori, Wellington

Supervisor: People, Capability & Culture Manager

Purpose of the role

The person in this position will be responsible for ensuring the strategy, processes and systems that support volunteers are effective, engaging, and enabling. They will oversee and manage the administration and development of Zealandia's volunteer programme, and support other team members in volunteer management in their own areas. They will lead the coordination of volunteer recruitment, induction, training, and ongoing support, ensuring volunteers are well-prepared, informed, and engaged in their roles across Zealandia.

The Volunteer Development Coordinator will oversee recruitment to volunteer opportunities, induction processes, and sensitive handling of confidential records. They will take a proactive and organised approach to coordinating onboarding and offboarding of volunteers, while supporting staff to further develop volunteer involvement in ways that align with organisational objectives across all work areas.

The person in this role will also play a key part in fostering a strong culture of continuous improvement that brings staff and volunteers together in a seamless, task and visitor-focused operation. They will coordinate and deliver integrated and effective communications to volunteers, supporting connection, clarity, and engagement across the volunteer community. This role will also deliver events and functions to recognise, reward, and celebrate the mahi and continued loyal commitment of our volunteers.

This role sits within the People, Capability and Culture (PCC) team, and as such the role will support and coordinate aspects of onboarding, offboarding administration and create moments that matter for the wider organisation also.

They will collaborate with the People, Capability and Culture Manager, the PCC team, Lead Rangers, convenors, guides, and volunteers to ensure the volunteer programme supports both operational needs and visitor outcomes.

Like all members of staff at Zealandia Te Māra a Tāne, the person in this role will actively uphold the principles of Te Tiriti o Waitangi and support the maintenance of biosecurity in the sanctuary.

Organisation background

Zealandia Te Māra a Tāne is an organisation that cares for a 225-ha world class ecosanctuary in Wellington, New Zealand. We have a 500-year vision to restore a unique forested valley - Te Māra a Tāne. Zealandia's first generation of restoration effort has resulted in flourishing forests and the establishment of many native species, from hihi to tuatara. Looking forward, Zealandia Te Māra a Tāne's

next generation is focused on '[Living with Nature - Tiaki Taiao, Tiaki Tangata](#)'. *"We connect people with our unique natural heritage and inspire actions that transform how people live with nature in our cities, towns and beyond."* This purpose is visible through our leading education, conservation, restoration, and engagement activities.

Zealandia Te Māra a Tāne is a not-for-profit organisation, and its conservation, restoration and outreach work are made possible by an award-winning sustainable business model. Funding currently comes from visitors and tours, our café, memberships, grants, sponsorships, and donations. Every role in the organisation has some part to play in ensuring our 130,000+ visitors, 500+ volunteers and 15,000+ members are cared for and welcomed into the Zealandia Te Māra a Tāne community.

As an organisation we honour Te Tiriti o Waitangi and are on a journey towards learning how this plays out across our work as Tiriti partners. We accord value to te ao Māori (the Māori world), and support mana whenua to fulfil their role as kaitiaki. All staff are encouraged to build capacity and confidence across te ao Māori including te reo Māori me ōna tikanga, and Te Tiriti o Waitangi.

The Zealandia Te Māra a Tāne team

Zealandia Te Māra a Tāne is a medium size organisation, with around 100 people employed in different contexts. We have around 500 volunteers who support all our work. We pride ourselves on exceptional teamwork which is required from all staff, volunteers, and members. The dynamic nature of Zealandia Te Māra a Tāne means it is an incredible place to extend and challenge yourself, have on-ground outcomes for conservation and community engagement, and to be part of a successful team.

Zealandia Te Māra a Tāne is managed by the Karori Sanctuary Trust. To find out more, please go to www.visitZealandia.com.

The People, Capability and Culture team

The People, Capability and Culture (PCC) team is responsible for developing and delivering strategies to care for and enable Zealandia's team of staff and volunteers with the goal of achieving the 500-year vision of restoration for the sanctuary. The people in this team are collaborative, they see value in a diverse and engaged workforce, and they understand the needs of people who engage with us in different ways.

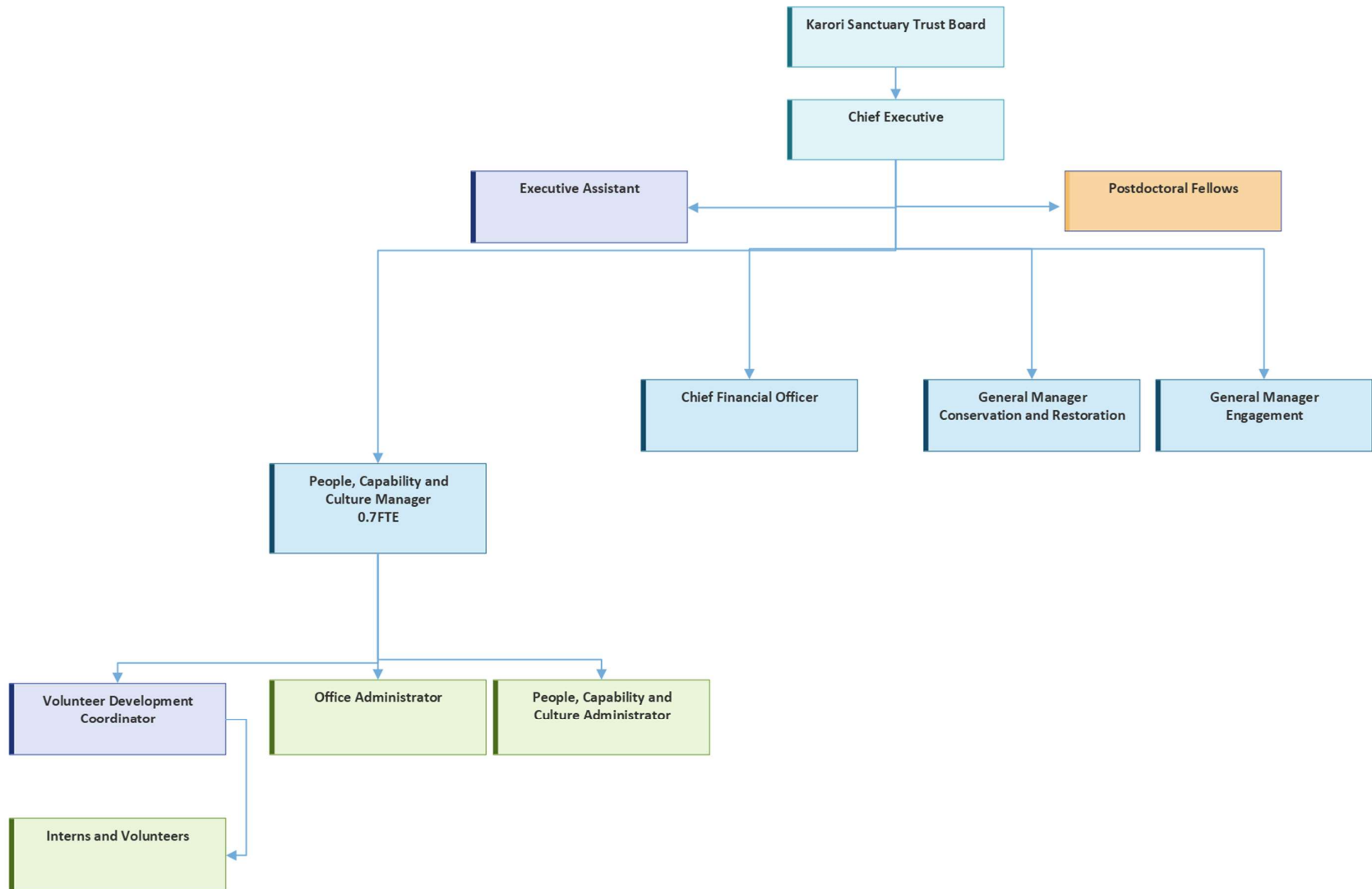
The team is service focused and is a unifying force for our organisation. They enable others to become exceptional leaders of people. This team also looks after some fundamental needs for the organisation, in particular human resources, finance, and administrative support. They work collaboratively with the Strategic Leadership Team (SLT) and other Team Leads to achieve these outcomes.

At Zealandia, volunteer oversight largely occurs within the teams where the activity is happening. As such, the PCC team has a core responsibility to support and enable others to create exceptional volunteer experiences.

About this position description

As the work and priorities of Zealandia Te Māra a Tāne change over time, so will the requirements of each of its staff. As such, this document is not intended to represent the role that the occupant will perform in perpetuity. This position description is intended to provide an overall view of the role and responsibilities as at the date of approval. The specifics of the role will be reviewed on a regular basis, and adjustments may be made to key responsibilities and accountabilities.

This position description details the minimum outcomes required for the position and employment. Zealandia Te Māra a Tāne is a seven day per week operation. After-hours and weekend work will be required from time to time. A non-smoking policy is effective on sanctuary land, except for a designated smoking area.



Key responsibilities

Volunteer Programme Development and Recruitment
<ul style="list-style-type: none"> • Maintain overall oversight of the volunteer programme in line with the Volunteer Strategy and People, Capability and Culture strategies, supporting Zealandia’s vision and mission. • Lead the development and delivery of volunteer recruitment strategies aligned to organisational priorities and operational needs. • Work closely with team leaders and managers to identify volunteer needs and design meaningful, well-scoped volunteer roles. • Ensure volunteer opportunities are clearly communicated and recruited for in a timely and professional manner. • Manage volunteer enquiries and applications, including overseeing the volunteer inbox, ensuring a high standard of professionalism, responsiveness, and care. • Support convenors with coordinating volunteer interviews, vetting, and background checks in line with agreed processes and legislative requirements. • Match volunteers to roles based on skills, experience, motivation, and availability, supporting a diverse and capable volunteer workforce. • Lead the continuous improvement of volunteer systems, policies, processes, and practices, seeking external advice where appropriate. • Take an enabling and participatory approach, mobilising teams, and leaders to support shared ownership of the volunteer programme. • Support staff, convenors, and Lead Rangers to work effectively with volunteers and apply consistent volunteer management practices. • Identify opportunities for improvement across the volunteer programme and support their implementation with SLT, Team Leads and Lead Rangers. • Lead and contribute to the development of a multi-year People, Capability & Culture workplan relating to volunteers, including recommendations and implementation where possible. • Monitor budgetary provision related to the volunteer programme and contribute to reporting as required.
Volunteer Engagement
<ul style="list-style-type: none"> • Lead the end-to-end volunteer lifecycle, from first enquiry through to recognition and celebration of service. • Foster a welcoming, inclusive and Zealandia’s values-led volunteer experience that promotes belonging, engagement and retention. • Support the design and delivery of volunteer induction, orientation, and ongoing training programmes to prepare volunteers for their roles. • Ensure volunteers have the information, resources and support needed to contribute effectively and safely. • Maintain regular communication with volunteers to respond to feedback, concerns, and ideas, and to support volunteer success and accountability. • Organise volunteer events, functions and initiatives that support connection, professional development, recognition, and celebration as part of an annual calendar. • Support the design, delivery, and analysis of the annual Volunteer Survey, using insights to inform programme improvements.
Relationship Management and Leadership

- Build and maintain strong, respectful, and productive relationships across the staff and volunteer workforce.
- Act as a key liaison between volunteers, team leaders, and managers to ensure clear expectations, alignment, and support.
- Attend and contribute to cross-organisational meetings to represent volunteer needs and perspectives.
- Ensure the People, Capability and Culture Manager is briefed on emerging volunteer matters and provide guidance to SLT, and the Chief Executive as required.
- Promote a collaborative, cross-team approach to working and support a culture of shared responsibility for volunteer engagement.
- Represent Zealandia positively within the community and volunteer sector, supporting its reputation as an organisation of choice for volunteers.

Administration and Communication

- Maintain accurate, confidential, and up-to-date volunteer records, including applications, participation, hours, training, and certifications.
- Support volunteers, convenors, and staff in the effective use of volunteer databases and systems.
- Produce and contribute to regular reporting on volunteer participation, trends, and outcomes for SLT and the Board.
- Identify areas for improvement in systems and implement change where necessary.
- Organise and write regular communications to volunteers, working with relevant teams to gather content and deliver messages in line with Zealandia's brand and tone of voice.

Values, Health, Safety and Wellbeing

- Work closely with the Health and Safety officer to champion a health, safety, and wellbeing-focused culture across the volunteer programme.
- Ensure volunteer activities are planned and delivered in a way that keeps volunteers, staff, and visitors safe.
- Demonstrate Zealandia's values in all interactions and decision-making.
- Actively support the organisation's commitment to Te Tiriti o Waitangi, including trying to learn and correctly pronounce Te Reo Māori and embedding cultural respect into volunteer practice.
- Lead the volunteer programme with an innovative, growth-oriented mindset, continually seeking opportunities to enhance impact and experience.

General Health and Safety responsibilities

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practising safe work methods, identifying workplace hazards, and using appropriate safety equipment
- Adhere to Zealandia Te Māra a Tāne's code of conduct to support a healthy, safe, and enjoyable work environment
- Ensure health and safety is addressed in day-to-day activities for all staff, volunteers and visitors working at Tē Māra a Tāne
- Ensure your workspace is a safe working environment through adherence to the Health and Safety at Work Act 2015 and implementation of Zealandia Te Māra a Tāne's policies on safety

Biosecurity

- We have a shared responsibility that the valley is maintained as an environment free of key animal and plant pests, allowing restoration progress to be made against the 500-year vision

- All employees must take Zealandia Te Māra a Tāne’s biosecurity seriously, so the risk of accidental introductions is minimised
- Ensure all visitors and groups visiting with you adhere to biosecurity processes

NOTE: the above responsibilities and expectations are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Key relationships

Internal:

- Staff and volunteers
- Interns
- Strategic Leadership Team
- Researchers

External:

- Contractors
- Wellington City Council
- National and local peers
- Zealandia Te Māra a Tāne Members and visitors

Person specification

Qualifications and Experience

- 2+ years’ experience in volunteer coordination, community engagement, or not-for-profit programme management or equivalent.
- Demonstrated experience recruiting, onboarding, training, supervising, and retaining volunteers.
- Proven experience organising programmes, events, or initiatives that grow volunteer engagement and community involvement.
- Knowledge of volunteer sector best practice, including engagement, recognition, risk management, and operational boundaries.
- Experience working across multiple teams, departments, or stakeholders in a collaborative and participatory way.
- Strong leadership skills with the ability to motivate, encourage, and influence volunteers and staff.
- Excellent verbal and written communication skills, with confidence in delivering messages to diverse audiences.
- Highly organised with strong project management skills and the ability to manage multiple programmes, events, and priorities simultaneously.
- Proficient in Microsoft Office Suite, and experience in people management systems or a strong willingness to learn (Zealandia uses Better Impact).
- Flexible and adaptable, with a willingness to work evenings and weekends as required.

Personal Attributes

- Personable, approachable, and confident; able to build strong relationships across volunteers, staff, and external partners.
- Strategic thinker with the ability to align volunteer initiatives with organisational objectives.
- Collaborative and team-focused, while able to work independently and take initiative.
- Solutions-oriented, with sound problem-solving, decision-making, and conflict resolution skills.

- Resilient, proactive, and professional, demonstrating integrity and a commitment to the organisation's values and culture.
- Committed to fostering a positive, inclusive, and values-led culture through communication, recognition, and support.

Current: January 2026