



Volunteer Guide

hello

As a volunteer, you are the driving force behind the Ramblers. Thanks for sharing your time, skills and love for the outdoors to help get Britain walking! This guide will point you in the direction of the training and support available to help you in your role.

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The training and support all volunteers can access to get the most out of volunteering with the Ramblers

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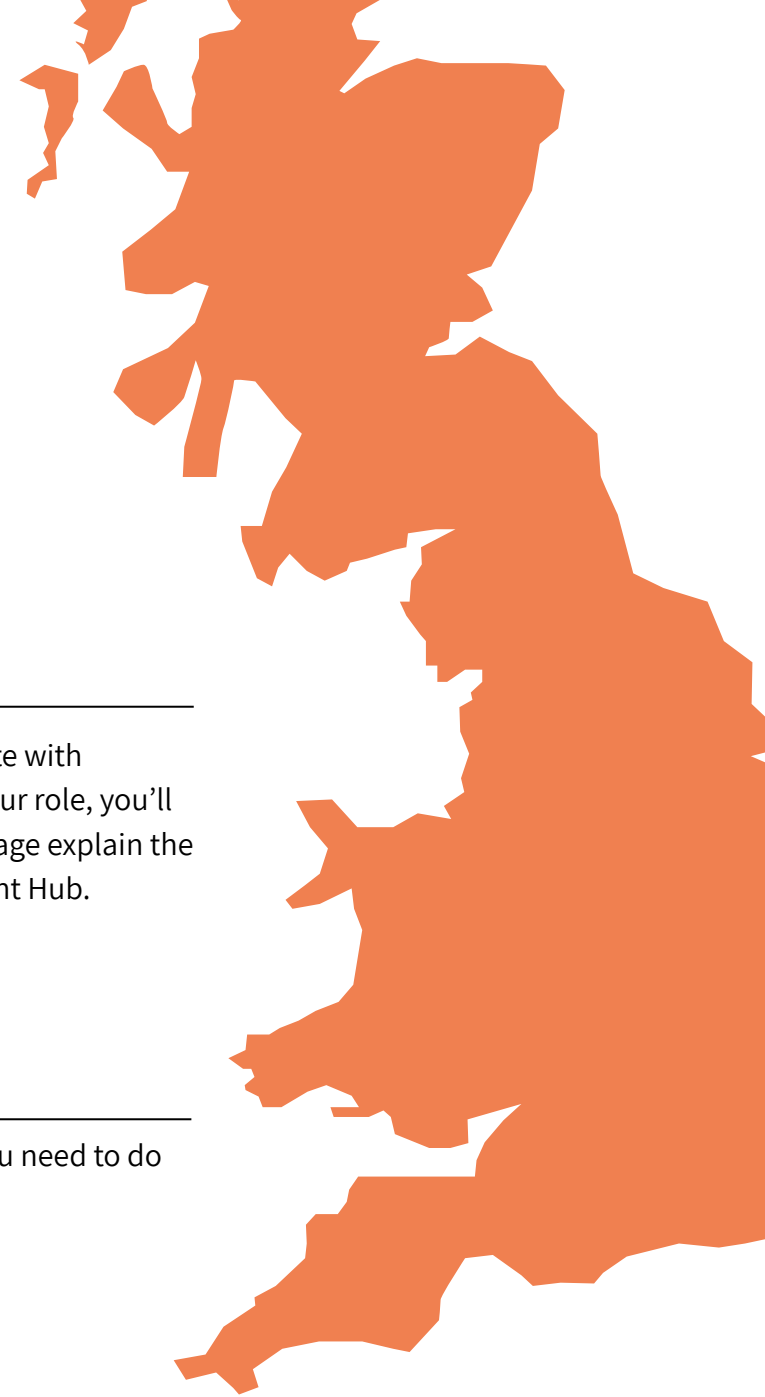
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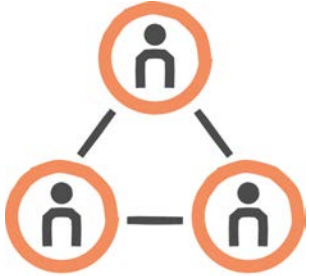
volunteering essentials

Whether you're leading a walk, protecting our paths and access, handling finances, or supporting new members, we want to make sure you have the guidance and resources needed to carry out your role with confidence.



our values

Together, we share a love for the outdoors and the desire to share it with others. It's not just about what we do, but also how we do it, and that's where our values come in. Whatever role we're in, let's put our values into action so everyone has a great experience with the Ramblers.



Inclusive

Everyone should feel welcome and part of the Ramblers community.

We make sure we all feel respected and accepted and know our contributions make a difference in achieving our mission.



Inspiring

We strive to inspire people through the way we act and the things we say.

We channel our passion and ambition so others are moved to help us achieve our mission.



Empowering

We empower and encourage each other to make a positive contribution to our teams and the Ramblers.

We do all we can to make sure everyone has the ability and feels confident to take action.



Responsible

We take responsibility for ourselves and those around us seriously by always acting in a safe and supportive way.

We care about the environment and make sure we do what we say we will do.

volunteering: 6 essentials

- 1 When you first start volunteering with us, you'll receive a **welcome email** with useful guidance on getting started. Look out for it.
- 2 **All volunteers should complete our two essential volunteering modules:** 'welcome to volunteering' and 'safeguarding'. You can access both through our volunteer training library.

 [**Go to the training library**](#)
- 3 If possible, **organise an introduction session** with the person who coordinates your team. This might be, for example, the chair, walks programme coordinator or path maintenance team leader.
- 4 Our **volunteer resources library** is full of useful guidance to help you make the most of your role.

 [**Go to the resources library**](#)
- 5 Keep an eye out for regular **volunteer updates** which will be sent to the e-mail you have registered with the Ramblers. If you don't receive any, let us know.
- 6 **Follow us on Eventbrite to get automatically notified about upcoming events.** We regularly hold Walk Leader Conversations, Footpath Forums and other events for both volunteers and members.

[Ramblers on Eventbrite](#)

[Ramblers Scotland on Eventbrite](#)

Guidance for specific roles

Every volunteer role at the Ramblers is unique, with different responsibilities and areas of focus. Whether you're leading a walk, protecting our paths and access, handling finances, or supporting new members, we want to make sure you have the guidance and resources needed to carry out your role with confidence

At the Ramblers we have over 100 different volunteer roles. In this part of the guide, we've included roles that currently have specific training or resources available. However, we will update it on a regularly basis so if you think something critical is missing do let us know at ramblers@ramblers.zendesk.com



chairs, vice chairs & secretaries

As a chair or secretary, you are the backbone of our areas and groups. Your enthusiasm and drive will help inspire other volunteers to organise activities for your local community and deliver the Ramblers mission and strategy.



your training

As well as following the **volunteering essentials** mentioned earlier in this guide, we recommend you complete the following **training**:

- Data Protection



your reports

The **Insight Hub** gives you access to data that will help you do your role. You'll be able to access it once you've completed the data protection training. Once you have, these reports will help you support your members and volunteers:

- Membership dashboard
- Volunteer team dashboard
- Walk leader training dashboard



your resources

You'll find useful resources for your role in the **volunteer resources library**. These folders and suggested resources might be particularly useful:

- **Folder: Areas and groups**
 - Guidance for running an area or group
- **Folder: Walking activities**
 - Leading and organising walks
- **Folder: Membership**
- **Folder: Insurance**
 - Insurance fact sheets
- **Folder: Volunteering general**
 - Support and guidance for supporting volunteers in your team
- **Folder: Publicity and communications**

membership secretaries & support roles

As a membership secretary, you offer a warm welcome to new members, keep them informed and help everyone feel part of the Ramblers.



your training

As well as following the **volunteering essentials** mentioned earlier in this guide, make sure you complete the following **training**:

- Data Protection



your reports

The **Insight Hub** gives you access to data that will help you do your role. You'll be able to access it once you've completed the data protection training. Once you have, these reports will help you support your members and volunteers:

- Membership secretaries dashboard
- Membership dashboard
- Volunteer team dashboard
- Walk leader training dashboard



your resources

You'll find useful resources for your role in the **volunteer resources library**. You'll find the most useful resources for your role in the **membership** folder, including:

- Advice on sending emails inc. templates
- Membership dashboard guidance
- Publicity materials catalogue
- Data protection
- Welcoming new members
- Growing your membership

treasurers

As a treasurer, you're the trusted steward of your group or area's finances, bringing the Ramblers mission to life by making sure your walks, events, and campaigning are properly funded.



your training

As well as following the **volunteering essentials** mentioned earlier in this guide, we recommend you complete the following **training**:

- Data Protection
- Treasurer Welcome
- Treasurers: Preparing your budget



your reports

The **Insight Hub** gives you access to data that will help you do your role. You'll be able to access it once you've completed the data protection training. Once you have, these reports will help you support your members and volunteers:

- Membership dashboard



your resources

You'll find useful resources for your role in the **volunteer resources library**. You'll find the most useful resources for your role in the **finance** folder, including:

- Quick guides for treasurers
- Complete guidance for treasurers
- Guidance on completing your annual return
- Expense forms
- Group budget form

web editors

As a web editor, you bring your group or area to life online – showcasing the amazing walks, social events, and charitable work that make your local Ramblers community so special.



your training

As well as following the **volunteering essentials** mentioned earlier in this guide, we recommend you complete the following **training**:

- Data Protection



your resources

You'll find useful resources for your role in the **volunteer resources library**. You'll find the most useful resources for your role in the **publicity and communications** folder, including:

- Area and group web editor training
- Webpage guidance

publicity officers

As a publicity officer, you help share the Ramblers' message in your local community. You help shine a light on the work we do – from local walks to national campaigns – raising awareness and encouraging more people to join, support and explore with us.



your training

As well as following the **volunteering essentials** mentioned earlier in this guide, we recommend you complete the following **training**:

- Data Protection



your resources

You'll find useful resources for your role in the **volunteer resources library**. You'll find the most useful resources for your role in the **membership** and **publicity and communications** folder, including:

- **Folder: Membership**

- Publicity materials catalogue
- Growing your membership
- Social media guidance
- Ramblers event checklist

- **Folder: Publicity**

- The Ramblers & Local Media: A volunteer's guide
- Media consent forms
- Copyright Law: What it means for groups & areas

walk leaders

The Ramblers is known for its fantastic groups walks and that's thanks to people like you. By receiving the best routes and volunteering your time to lead walks, you help thousands of people get outdoors every year.

We provide training to all new walk leaders so they have the right knowledge and support before their first walk.



→ your training

As well as following the volunteering essentials mentioned earlier in this guide, make sure you complete the following **training**:

- Walk Leadership: Handbook
- Walk Leadership: Foundations
- Walk Leadership: Preventing and managing Incidents

→ your tools

Once you've completed walk leadership training, you'll be able to access **Walks Manager**, which will allow you to add your walks to the Ramblers website and promote them.

→ your resources

You'll find useful resources for your role in the **volunteer resources library**. You'll find the most useful resources for your role in the **walking activities** folder.

We also hold regular online Walk Leader Conversations. You can see what topics are coming up and book a spot on the **Ramblers Eventbrite**

You can also order In Case of Emergency (ICE) cards to hand out on your walks by completing our **ICE order form**. They come in packs of 25.

walks programme coordinators

As a walks programme coordinator, you help keep your group on the move. By planning and managing a varied and inclusive walks programme, you make sure there's something for everyone to enjoy.



your training

As as well as following the volunteering essentials mentioned earlier in this guide, make sure you complete the following **training**:

- Data protection
- Walk Leadership: Handbook
- Walk Leadership: Foundations
- Walk Leadership: Preventing and managing incidents



your reports and tools

Once you've completed your data protection training, you'll be able to access the **Insight Hub**. These reports will help you support volunteers:

- Volunteer team dashboard
- Walk leader training dashboard

Once you've completed walk leadership training, you'll be able to access **Walks Manager**, which will allow you to add your walks to the Ramblers website and promote them.



your resources

You'll find useful resources for your role in the **volunteer resources library**. You'll find the most useful resources for your role in the **walking activities** folder.

We also hold regular online Walk Leader Conversations. You can see what topics are coming up and book a spot on the **Ramblers Eventbrite**

You can also order In Case of Emergency (ICE) cards to hand out on your walks by completing our **ICE order form**. They come in packs of 25.

paths and access roles

As a paths and access volunteer, you help protect the places we all love to walk. From removing obstacles on walking routes to defending walkers' rights, you play a vital role in keeping access open, safe and accessible for all.



your training

As well as following the volunteering essentials mentioned earlier in this guide, make sure you complete the following **training** if you're leading a volunteer team:

- Data Protection



your reports and tools

If you're a team leader, you'll be able to access the **Insight Hub** once you've completed your data protection training. This report will help you support volunteers:

- Volunteer team dashboard



your resources

You'll find useful resources for your role in the **volunteer resources library**. You'll find the most useful resources for your role in the **paths and access protection** folder, including:

- Paths and access guidance in England and Wales
- Paths and access guidance in Scotland
- Don't Lose Your Way guidance for coordinators
- Insurance
- Path maintenance: Your checklist
- Health and safety guidance

If you are in **England or Wales**, we also hold a regular online Footpath Forum. You can check upcoming dates on the [Ramblers Eventbrite](#).

If you're in **Scotland**, we have produced several resources that reflect the differences in the law. You can find more info in the Scotland folder.

in depth: training modules

What to expect from each of our **online training** modules:

Volunteer Welcome

A guide to getting started as a new volunteer with the Ramblers

Data Protection

A 10-minute basic guide to keeping your member and volunteers' data safe and secure.

Safeguarding

How to help keep everyone safe and supported on our walks and activities.

Area Treasurer and Group Treasurer Welcome

An introduction to getting started as an area or group treasurer.

Treasurers: Preparing your budget

This training walks you through the process of preparing and submitting your budget, with the aim of making the process as smooth as possible.

Walk Leader Handbook

The Walk Leader Handbook sets out 8 guiding principles for leading walks. It takes you through what a walk leader needs to consider when planning and leading a walk and draws on best practice from within Ramblers.

Walk Leadership: Foundations

An interactive, online course that will give you the skills and knowledge to lead group walks with confidence. You'll hear from experienced walk leaders about what makes a great walk, get tips on how to plan your route, learn how to handle some of the scenarios you might face on the day and get tips on how to keep your group safe and happy.

Walk Leadership: Preventing and managing incidents

Whatever types of walks you lead; this course will help you plan and lead walks with confidence – knowing you have done everything you can to minimise the risks of an incident.

in depth: insight hub

If you support other volunteers as part of your role, you'll be able to access the details in the **Insight Hub** once you've completed your data protection training. This information will help you stay in touch with your members and volunteers. A short explanation of the different reports that are available in the Insight Hub are below:

Volunteer team report:

The details of those who volunteer in your team(s). You'll only see this report if you manage a volunteer team.

Walk leader training report:

Provides you with details on walk leaders in your group/area, and the status of their training. You need to be a lead volunteer in your group/area or a walks programme coordinator to access this.

Membership secretaries dashboard:

The details of members within your area or group. You'll only see this report if you're a membership secretary or in a membership secretary support role.

Membership dashboard:

Provides key statistics on your group or area, and the ability to compare with other groups/areas. This dashboard doesn't contain personal data.



In depth: updating volunteer records

If you have access to the Insight Hub, you'll be able to view data but you won't be able to add a volunteer, close a role or add offline training to a record. To make those changes, you'll need to take the following steps:

Add new volunteers

If you have one or two volunteers to add, use the **new volunteer form**. If you have lots of volunteers to add, you might find it easier to fill in **new volunteer role spreadsheet** and email it to rolesandtraining@ramblers.zendesk.com.

It will take up to two weeks for new volunteers to be added, and for new volunteers to receive a welcome email

Close volunteer roles

Go to your volunteer team report on the Insight Hub and send us the role closures using the Excel spreadsheet. To update a role as closed, simply remove the word "active" against the relevant role and send this back to us at rolesandtraining@ramblers.zendesk.com

You can also send us single role closures by email. It will take up to two weeks for roles to be closed.

Add offline training to a record

If a volunteer has completed offline training that you need to add to their record, simply fill in the **offline training spreadsheet** and send it to rolesandtraining@ramblers.zendesk.com

Adding a walk leader?

Remember, walk leaders need to complete three walk leadership training modules before their first walk. Once they have completed the training, they will appear in Walks Manager and will be ready to go!



Find resources for managing your volunteers at:
[ramblers.org.uk/support-us/supporting-other volunteers](https://ramblers.org.uk/support-us/supporting-other-volunteers)



Any questions about updating volunteer records, send to:
rolesandtraining@ramblers.zendesk.com

Contact us

Still have questions? Please get in touch with at the emails addresses here, and we'll get back to you as soon as possible.

General volunteer enquiries including log-in issues

ramblers@ramblers.zendesk.com

Enquiries about managing volunteer roles and training

rolesandtraining@ramblers.zendesk.com

Enquiries about paths and rights of way

paths@ramblers.zendesk.com

Enquiries about Don't Lose Your Way

dlyw@ramblers.zendesk.com

Enquiries about finance and budgets

areagroupfinances@ramblers.org.uk

Accidents and Emergencies

Call 999 in case of an emergency during a Ramblers activity.
Then complete our [incident report form](#) and contact us on
incidents@ramblers.org.uk