

Volunteer Development Coordinator

Job Description

We will create a short term Volunteer Development Co-ordinator as part of our project 'Strengthening Our Foundations; Building Our Future' which has been funded by the National Lottery Heritage Fund . This post will work for an average of 2.5 days per week for 48 weeks.

We will be looking for someone with experience of volunteer management and setting up volunteer programmes of work. The post holder must have an understanding of volunteers and the vital role that they play, have good organisational and communication skills especially as they need to maintain a balance of retaining and developing existing volunteers and attract new people.

Accountability

The Volunteer Development Coordinator is responsible to the Director

Job Purpose

To develop and deliver a focused programme of sustainable volunteer development at Tiverton Museum. The post holder will review, develop and implement effective volunteer programmes of work and volunteer management systems including volunteer recruitment, management, training and succession planning to create sustainable teams of volunteers.

Key Responsibilities

Programme of volunteer development to:

- Embed sustainable practice for volunteering.
- Generate efficiencies in the recruitment, induction and training of volunteers.
- Manage the Tiverton Museum volunteers both new and existing to ensure a consistent approach to everyone volunteering at the museum.
- Create effective systems for sustainable and diverse volunteer recruitment and succession planning.

Improve the resilience of Tiverton Museum through effective and excellent volunteer management:

- Ensure that all volunteer management policies and procedures meet best practice.
- To prepare a Volunteer Development Plan (building on our existing policies and procedures) setting out how volunteers will be managed; recruitment, induction and monitoring procedures; rotas and time tables; gaps in service

provision; training needs; time recording procedures; key milestones and a meeting schedule.

- Implement a sustainable volunteer model that the museum can adopt and manage in the future; this may include online means of volunteer communication and management
- To create volunteer teams with lead volunteers to build volunteering capacity with the intention that staff will directly manage a smaller number of volunteers.
- To recruit more volunteers, and to ensure that we develop our volunteer team to represent a more diverse volunteer base, including people from C2/D/E households, and younger people.
- Plan volunteer tasks in conjunction with the museum team and ensure all volunteers and/or volunteer teams have a work plan that meets museum objectives.
- Following volunteer recruitment, and a skills review, to deliver in-house training. Work with colleagues to identify and organise external training to successfully deliver the newly structured volunteer teams. Work in collaboration with external partners to access skills development opportunities and training to support high quality volunteering
- Organise regular volunteer celebrations and social events
- Support volunteers through regular group or one to one meetings

The post holder may be expected to undertake other duties that are commensurate with the, grade, range and nature of the post and level of responsibility.

Conditions of Service

Salary: £24,000 pro rata (18.75 hours per week for 48 weeks = £11,080).

Location: Based at Tiverton Museum of Mid Devon Life.

Hours of work: Average of 18.75 hours per week, with flexible working to be mutually agreed.

Contract: The contract is offered fixed term for 48 weeks.

Leave: 98 hours including statutory Bank Holidays. The museum is closed in the period between Christmas and New Year with extra days leave to accommodate this.

Notice period: This post is subject to a notice period of one calendar month.

Person Specification

| | Essential | Desirable |
|--------------------------------|--|---|
| Work Experience | Understanding volunteers and the role they can play | Experience of implementing sustainable volunteer programmes |
| | Experience of working with range of people | Experience of working on funded projects. |
| Knowledge/skills | Approachable and able to promote organisational vision and values to a diverse range of people | Knowledge of museums and heritage environments |
| | Experience of developing effective training | Experience of delivering training |
| | Experience of volunteer recruitment and management processes | |
| | Excellent organisational skills, with the ability to prioritise workloads and work flexibly | |
| | Good IT skills including use of internet, word processing and spreadsheets | |
| | Experience of managing workloads; your own and other peoples' | |
| | Excellent communication skills, including written and verbal communication. | |
| | Ability to work on own initiative and unsupervised, as well as good team working skills | |
| Other job related requirements | Comfortable talking to people and putting people at their ease | |
| | To work in a non-discriminatory way within an equal opportunities framework. | |