

Job Description and Person Profile

Job title: Volunteer Services Officer

Reports to: Museum Manager

Role: To support, develop and grow and our volunteer community

Salary	Up to £24k per annum (pro-rata)
Hours	2 days / 15 hours per week
Status	Permanent

Overview:

To support, grow and develop the Museum’s volunteer body, building community participation, and ensuring that the Museum has sufficient volunteer capacity to support both its day to day operations and its expansion projects

Roles and responsibilities:

i. Volunteer Services

- Lead, manage, inspire and coordinate volunteers to help them enjoy their activities whilst they help support effective operational running of the Museum
- Further build and develop a sense of purpose and community within the volunteer body
- Develop and maintain an effective recruitment plan for new volunteers, working in conjunction with other team members
- Lead, and assist other volunteers and staff as required, in promoting volunteer opportunities and in delivering the volunteer recruitment plan
- Assist in the development and maintenance of a volunteer opportunity handbook
- Manage and maintain an accurate volunteer management system database
- Manage and maintain formal documentation associated with volunteering
- Establish an ongoing rapport with our volunteers in order to support them effectively by understanding their aspirations, needs and any concerns relating to their volunteering activities.
- Sensitively and effectively manage and speedily resolve any issues or disputes within the volunteer community
- Plan, manage and lead the delivery of regular volunteer forums
- Manage volunteer induction– providing new volunteers with a warm welcome and support to integrate them into the Museum
- Provide or arrange appropriate training for volunteers
- Identify and source necessary supporting materials required for voluntary activities
- Prepare and publish a regular volunteer newsletter using Mail Chimp
- Collating and preparing various reports as requested

ii. Finance and administration

- Maintain a budget for volunteering activities within the parameters and guidelines provided
- Liaise with external or partnership funders and provide reports, formal and/or informal as required

iii. Marketing, publicity and promotion

- With the support of other staff and volunteers help develop and deliver publicity and promotion for our volunteer programme.

- Develop and maintain excellent relations with other organisations and groups involved with our volunteering

iv. Health and Safety

- Ensure that all programme activities are compliant with the Museum’s Health and Safety policies and procedures completing risk assessments as necessary.
- Ensure compliance of the programme activities to our safeguarding guidelines

v. Communication and Advocacy

- Provide clear and effective communication with all volunteers.
- Contribute effectively and enthusiastically with and to the museum staff and community
- Be an enthusiastic advocate for the Museum positively promoting its benefits and values

Person Specification:

Key Competencies	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Good general education. • Degree or equivalent experience in a relevant subject 	<ul style="list-style-type: none"> • Qualification in education or training related field • Working towards job-related qualification equivalent of NVQ Level 4 or above. • Post graduate museum or similar studies
Skills and Knowledge	<ul style="list-style-type: none"> • Strongly self-motivated and able to work with minimal supervision • Ability to plan and prioritise own work load • Able to make best use of hours available, and to meet due delivery dates • Ability to manage and monitor budgets. • Good IT skills including Microsoft Office products 	<ul style="list-style-type: none"> • Confident using social media • Experience with Mail Chimp • Knowledge of museum accreditation requirements for learning and outreach • Awareness of health and safety good practice and procedures
Experience	<ul style="list-style-type: none"> • Experience of work with voluntary or community organisations. 	<ul style="list-style-type: none"> • Experience in leading or organising volunteers
Interpersonal & Communication	<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to motivate others, especially volunteers • Confident and personable communicator • Able to show discretion and respect confidentiality. • Empathetic and approachable manner • Presentation skills to promote activities and volunteering • Able to build effective working relationships across the local community, the Museum and its partners. • Able to draw facts and research together and produce written and verbal reports 	<ul style="list-style-type: none"> • Able to forge positive relationships and influence with tact and diplomacy

Other	<ul style="list-style-type: none"> • Enthusiastic about extending volunteering opportunities to people of all ages and abilities • Ability and willingness to be flexible about working days including some weekend & out of hours work • Valid driving licence 	<ul style="list-style-type: none"> • Ability to form a strong sense of community within a diverse group of people • Flexibility approach with a willingness to help others
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If you have a disability or long-term illness that otherwise prevents you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment can be made.

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