



Volunteer Coordinator

Job Description

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| Post title: | Volunteer Coordinator |
| Terms: | £24-26,000 per annum , for a 37 hour working week that will include occasional weekend and evening work. |
| Type: | Permanent |
| Reports to: | Executive Director |

Role summary

The role will be responsible for ensuring that the museum has a consistent supply of volunteers that meet the varying needs of the museum operation – seven days a week. Recruitment, training, retention and management of volunteers will be a major function of the role with an emphasis on ensuring that both volunteers and museum have a positive experience.

The role holder will be a positive point of contact for volunteers and is expected to be volunteer facing.

The Volunteer Coordinator will work closely with each department in ensuring their volunteer needs are met. They will also act as a volunteer representative in staff meetings, ensuring their voice is appropriately captured.

Key tasks and responsibilities

- Work closely with the Operations Manager in efforts to ensure the varying operational needs of the museum are met with volunteer support;
- Increase volunteer numbers to 50 by the end of 2023;
- Track the number of volunteer hours contributed by each volunteer team;
- Actively work to ensure the museum's volunteer team is diverse and representative of the community which the museum serves;
- Conduct structured performance reviews, identifying training needs and the mechanisms by which these might be addressed;
- Conduct pre-Maryfield launch recruitment drive in order to open the new site with a minimum of 50 volunteers available;
- Host regular volunteer evenings focused on building a community of supporters;
- Explore opportunities for working with external volunteering groups.
- Work with fundraisers on the team to support volunteer-focused funding opportunities.

- Ensure, GDPR compliant, volunteer records are maintained at all times and appropriate background checks are undertaken as required.

Person specification

There are a number of qualities that will lend themselves to success in the role. These include:

- Relevant experience gained in other volunteer-focused roles;
- Strong interpersonal and relationship building skills and which extend across the broad spectrum of internal and external stakeholders;
- Proven experience of collaborating with internal and external stakeholders;
- An eye for detail with resolve that systems, policies and procedures are adhered to consistently;
- A demonstration of skills and experience gained from working in similar environments;
- Demonstrable management skills;
- Clear thinking and solutions focused – able to manage competing demands, make effective decisions and able to think creatively to find solutions to problems.

Other requirements

Flexibility in how hours are worked may be required, as you will have to take account of the needs of the museum particularly since it is a six day a week operation during the summer season. You will be required to undergo an Enhanced Disclosure for this post.

Applying

Please apply in writing with a copy of you CV and a covering letter that matches your experience to the needs of this role. Deadline for applications is 14/04/2023. Please e-mail your application to paulj@dmoft.co.uk.