Stourbridge Glass Museum

# Volunteer Coordinator

**Salary:** £13,500 3-year fixed term contract

**Hours:** 21 hours per week on a flexible basis to include weekend and evening duties

**Location:** Stourbridge Glass Museum

**Reporting to:** Museum Director

Well-motivated volunteers are essential to the daily operation, customer care and positive atmosphere of Stourbridge Glass Museum. The postholder is responsible for the coordination of an extensive volunteer workforce (between 30-60 in total), including its recruitment, induction, training, supervision, management and motivation. The postholder will grow and diversify the volunteers and manage their timetable so that volunteers staff the reception desk and act as tour guides, as well as helping with all activities and events, at all times when the museum is open to the public, including at weekends and evenings.

**Key Accountabilities**

* Co-ordination of the volunteer workforce, including its recruitment, induction, training, supervision, management and appraisal
* Create defined job descriptions to proactively recruit the volunteers the museum requires, and create a Volunteer Manual
* Recruit new volunteers from the local community through outreach, attendance at job fairs, job centres, university open days and instigate student placements and internships
* Support the Learning and Public Programmes Officer by assisting with the delivery of the site-wide informal events, learning and activities programme in partnership with artists and arts organisations
* Assist with the delivery of community engagement, cultural and creative learning through special projects and activities targeted at heard-to-reach audiences
* Organisation of any formal or informal training required for paid staff and volunteers

**Main duties and responsibilities**

* Promote the highest standards of Customer Care by creating job descriptions for volunteer Visitor Assistants, Visitor Tour Guides and other areas where volunteers are required
* Organise both in-house and externally provided training programmes for volunteers to support these roles and be responsible for the induction of all new volunteers
* Write a ‘Welcome Script’ and ‘Guided Tour Script’, provide till and cashing-up training, and tour guide training
* Recruit volunteers face to face, through adverts and online recruitment platforms and via social media
* Administer a Volunteer Record System to log all volunteer hours to NLHF and museum standards by using Microsoft programmes such as Excel
* Ensure prompt payment of volunteer expenses
* Find creative ways of motivating volunteers, including providing volunteer uniforms, organising social events for staff and volunteers, awards and incentives
* Ensure positive communication between volunteers, staff and trustees and organise regular volunteer meetings to give the volunteers a voice
* To assist in the delivery of the targets and outcomes of the NLHF Activity Plan, working with other members of the project team as necessary
* To assist with delivery of events and open days and ensure sufficient volunteers are available
* Provide strong management, development and administration skills to ensure volunteers carry out their roles effectively and safely
* Organise DBS checks for all paid staff and volunteers working with children and vulnerable people and ensure such checks are renewed on time
* Plan, monitor and control the budget expenditure to ensure value for money and to remain within annual budget limits
* Undertake income generation activities within the programme to meet income targets, and increase earned income through the sale of tickets and publications, and submit grant applications to support the volunteer programme

**Other Tasks:**

**Duty Manager and Site Presentation**

* Oversee a timetable and share the role of Duty Manager with other paid staff, to ensure consistent cover by a paid Duty Manager at all opening times and events, including weekends and evenings
* Ensuring the Museum is well presented to visitors and monitor the welcome given by volunteer Visitor Assistants and Tour Guides
* Supervise the day-to-day provision of facilities and care for special needs visitors, the disabled and children, including manual wheelchairs, lifts and ramps where available

**Marketing/Promotion**

* Assist with the delivery of the events programme
* Undertake evaluation including visitor surveys as required

**Health and Safety/Security and Fire Prevention**

* Create risk assessments for all volunteer activities and contribute to maintaining a safe working environment for staff, volunteers and visitors
* Follow all recommended fire-prevention and security regulations, procedures and practices

**General**

* Carry out such additional duties as shall be reasonably requested by the Museum Director
* Co-operate fully with other staff, volunteers, trainees, residents and tenants at the Property

**Person Specification**

* A degree, relevant professional qualification or equivalent vocational training
* Experience of managing volunteers
* Exceptional communication skills both written and oral, and via website and social media
* Proven ability to meet deadlines and to write accurate and timely reports
* High degree of self-motivation and dedication to the project
* Knowledge and experience of delivering a programme of recruitment and training
* Knowledge of collection care, conservation and the built environment
* A background knowledge of lifelong learning
* Sound ICT skills
* Understanding of Equal Opportunities
* Experience of working as part of a team, and reporting to a line manager and a charitable trust