



<b>Job Title</b>	Volunteer Manager
<b>Responsible to</b>	Museum Director
<b>Working with</b>	Volunteer teams

### **Key Purpose of Job**

The Volunteer Manager will take the lead in the day-to-day running of the volunteer programme and the implementation of the volunteer strategy.

### **Main duties and responsibilities**

- To lead and develop the existing volunteer programme at the Museum for 300+ volunteers, regularly reviewing volunteer opportunities, role profiles and group activities with staff and volunteer team.
- To lead and develop volunteer opportunities, recruitment, training and support for new recruits.
- To regularly review with staff colleagues any volunteer management issues and resources required to support the staff members and volunteer team.
- To work closely with colleagues to ensure Health and Safety and Safeguarding policies are followed and meet the needs of volunteers.
- To regularly review and update all volunteer-related documents, policies and training materials.
- To maintain the existing volunteer database and develop the Museum's new volunteer management software, ensuring it meets the needs of volunteers and the Museum.
- To ensure volunteer ID badges and key fobs are issued, that they are being worn and used appropriately and returned by individuals no longer volunteering at the Museum.
- To sustain and develop good communication links with volunteers within the Museum including arranging social and training events.
- To undertake appropriate evaluation and monitoring of volunteering activity.
- To identify and maintain external volunteer partnership opportunities and contacts with local community, cultural and charitable organisations.
- Undertake other relevant duties as reasonably required by the Museum Director.

## **Person Specification**

### **Essential**

- Approachable and empathetic with strong people skills
- Positive approach to problem-solving
- Understanding and interest in Museum sector and related issues
- Understanding and interest in current volunteering practice and related issues
- Willingness to work with a team and lead when required
- Creative and adaptable approach to both bigger picture volunteer strategy and day-to-day running of volunteer programme.
- Willing and able to work agreed weekend dates (with Time off in Lieu given)
- An understanding of, and a commitment to, equality, diversity and inclusion

### **Desirable**

- Experience of managing volunteers
- Understanding of health and safety and safeguarding best practice
- Experience of delivering basic training and presentations