

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE: Volunteer Officer**

**REPORTS TO: Director of Operations**

**HOURS: Part-time, permanent**

**SALARY: Dependent on experience**

**FUNCTION:** To work in partnership with key stakeholders to shape, develop and deliver a volunteering plan in line with the needs and priorities of the Museum and the individual Volunteers. The post holder will be responsible for delivery of the plan to attract, induct and retain volunteers across a range of opportunities and experiences, provide leadership to ensure that the Museum provides an excellent experience for our volunteers and their contribution is recognised and celebrated. The post holder will also build and maintain strong relationships both internally and externally of the Trust to ensure that the Museum strategic objectives are delivered.

**DUTIES INCLUDE** (but not limited to)**:**

* Develop and drive forward a Volunteer Programme for the Trust to support the delivery of our strategic objectives and targets
* Develop and maintain excellent long-term relationships with community partners, third sector organisation and educational institutions to ensure accessibility and share good practice
* Work collaboratively with staff and departments across the Trust to promote the benefit of volunteering, identify new opportunities, support our work and provide an excellent volunteer experience
* Establish metrics to gain insight, research and evidence about our current and future volunteers and to measure the impact and contribution of our volunteers
* Provide inspiring leadership for the volunteering programme, driving standards of high performance and best practice across the Trust
* Develop and implement policies, procedures and standards to support our volunteer programme and ensuring the embedding of good practice and volunteer management, motivation, recognition, recruitment and safeguarding
* Develop an on-going recruitment programme to attract new volunteers to the work of the Trust
* Offer expert guidance and support in the management, problem-solving, recognition and retention of volunteers across the Trust
* Work collaboratively with staff and departments across the Trust to successfully coordinate the volunteer induction and relevant Health & Safety training to all new volunteers
* Liaise with relevant Trust departments to schedule and ensure effective delivery of on-the-job and external training for each role
* Provide effective management and support to the Volunteer Administration Assistants and manage the resources of the department.

**STAFF REPORTING DIRECTLY:**

* Volunteer Assistants

**PERSON SPECIFICATION**

**ESSENTIAL**

**KNOWLEDGE**

* Knowledge of good practice and legislation in volunteering and how to apply it, preferably in a Heritage or visitor attraction context
* Knowledge of management issues relating to recruitment, engagement and recognition of volunteers
* An understanding of the principles of equality and diversity in relation to Ironbridge Gorge Museum Trusts work and the ability to apply these in the context of volunteering.

**EXPERIENCE**

* Proven experience in volunteering and volunteer management
* Experience of sourcing funding opportunities and/or working on funding applications
* Experience of working across different sectors and developing links with other agencies.

**SKILLS**

* Strong leadership skills, ideally developed in volunteer management role
* Excellent interpersonal skills with the ability to build relationships as well as the ability to be assertive and confident in challenging poor practice while retaining good relationships with stakeholders
* Strong administrative and IT skills and an ability to maintain records and produce clear written and oral reports.

**HEALTH & SAFETY**

* To be familiar with and at all times comply with IGMT Health and Safety policies and site-specific Health and Safety policies, as detailed in IGMT Health and Safety policy documents
* To be familiar with and at all times comply with local department specific Health and Safety procedures as amended or added to from time to time
* To take reasonable care for the Health and Safety of yourself and of other persons who may be affected by your acts or omissions at work
* To maintain Personal Protective Equipment (PPE) and to report PPE that is defective
* To co-operate with all staff, tenants and contractors so far as necessary to enable all Health and Safety requirements to be performed or complied with
* To ensure anything provided in the interest of Health, Safety or Welfare is not intentionally or recklessly interfered with or misused.

As a term of employment the post holder will participate in all aspects of training and development as directed and use learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and service delivery.

As a term of employment, you may be required to undertake other such duties as may be reasonably required for the post and department. The particular duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Signed (Postholder) ……………………….. Printed …………..……... Dated ………….

Signed (Line Manager) ……………………….. Printed …………..……... Dated ………….

Signed (Chief Executive) ……………………….. Printed …………..……... Dated ………….

This Job Description is subject to periodic review.