

Volunteers Manager Job Description

Salary: £30,000 pro rata, 3 days a week fixed term contract (actual salary £18,000, fixed term 18 months)

Purpose of role:

This role has been created to manage a volunteering project linked to artsdepot's 20th anniversary. The postholder will design a training, recruitment and support programme for volunteers interested in learning about artsdepot's history and how we can document and then present that in an exhibition which will be seen by 100,000+ visitors. The postholder will have access to heritage interpretation and digital freelance experts, artsdepot's archives, staff team and networks. Towards the end of the contract the postholder will embed volunteering within the organisation providing valuable opportunities that will continue beyond the cycle of this project.

Reports to: Head of Operations

Principle Responsibilities:

1. Recruit Volunteers:

- Work with marketing & participation colleagues to design recruitment materials and then share them with local networks, place adverts online, integrate adverts within artsdepot's marketing (25,000+ social media followers, 15,000 e-subscribers) – create an application pack, and job / opportunity description for volunteers.
- Review volunteering opportunities, set up meet-the-team events, complete interviews and meetings, negotiate volunteering placements and roles, review references and complete background checks.
- Design induction processes, understand resources and access needs that will be required, create volunteering agreements and offer training, set up volunteer scheduling/ rota system and meetings, ensure new recruits are aware of our Safeguarding Policy.

2. Develop a Volunteers Training and Support Programme & support freelance recruitment

- Develop a training programme and schedule for volunteers that includes at least 1 monthly professional development session helping volunteers develop skills and learning. Training can include (for example) the social model of disability, deaf awareness, heritage interpretation, storytelling and curation, digital skills.
- Support the Director of Programming & Participation to recruit a Digital Design freelance specialist to support volunteers to create the interactive digital elements of the exhibition and the digital timeline for the website.
- Develop appraisal and feedback systems for volunteers that feeds into training and support plans.

3. Work with the Creative Producers and Head of Marketing to develop a strategy to reach out to audiences and stakeholders to tell the oral history of artsdepot.

- Take video and audio recordings.
- Ensure permissions are in place and people are thanked for their contributions and engaged appropriately going forward.

4. Support volunteers to curate content into an exhibition to run for 8-9 months, capture visitor feedback and support the team to respond to the feedback.

- The post-holder will work across artsdepot teams to ensure the exhibition is embedded within the organisation's thinking and that the volunteers feel they are operating within the artsdepot team, accessing all our resources and being engaged in organisational narratives.
- Support volunteers to implement feedback tools on exhibition materials and content and support the Director of Programming & Participation and wider team in responding to feedback to ensure a high-quality visitor experience.

5. Manage budgets and administration.

- Throughout the project the post-holder will manage budgets and support volunteers to utilise budgets, keeping accurate records and updating their manager on progress.
- The Volunteers Manager will create and update reports for team meetings and board meetings.

6. Support volunteers to design guided tours.

- This will include training and guidance from the heritage interpretation specialist, narrative development, rehearsals and understanding how to support those with access needs.
- The postholder will establish systems with box office and marketing where visitors can book in tours, ensuring that volunteers are available to deliver the tours.

7. Support volunteers into further volunteering opportunities at artsdepot as this project comes to an end.

- Meet volunteers and understand their interests, meet Managers and identify volunteering opportunities, match people to roles and oversee on-boarding.
- Explore areas where volunteering can be in-built in the organisations practices and systems supporting future volunteering enquiries and applications.

8. Engage volunteers and colleagues in the evaluation plan and activities.

- Evaluation will begin with a plan from the outset, every stage of the work will be documented including photo and video evidence, and feedback taken from volunteers, visitors and participants, contributors, staff and stakeholders. The postholder will create questionnaires, capture case studies, write reports and work with colleagues to use Upshot to record outcomes.

9. Support volunteers and artsdepot colleagues and stakeholders to produce a 20th anniversary event.

Person Specification

Essential:

- Experience of recruiting, training, managing and supervising or mentoring a diverse range of staff or volunteers.
- Excellent interpersonal and presentation skills including the ability to engage a range of audiences; and the skills to facilitate and commission relevant, suitable volunteer training.
- Excellent communication skills with the ability to adapt your style and methods to different stakeholders
- Experience in designing and implementing an evaluation plan.
- A commitment to equality of opportunity, and the ability to creatively apply equal opportunity principles to volunteer recruitment.
- Excellent organisational skills, as well as relevant IT skills, including experience of database management.
- Ability to work with multiple stakeholders from across the organisation and external partners.
- Ability to manage a budget and produce relevant reports.
- Creative problem-solving skills and a proactive approach to making the experience a positive one for volunteers
- Ability to think creatively and an understanding of legacy building.

- An understanding of and commitment to artsdepot's work and values.

Desirable:

- Demonstrable understanding of safeguarding issues and the management of risk.
- Experience of working in an arts organisation and an interest in exhibition making.
- Experience in designing guided tours.

How to Apply

To apply please send your CV and a covering letter detailing how you meet the criteria for the role, relevant experience and why you want the position, and an Equal Opportunities Form (downloadable from our website) to recruitment@artsdepot.co.uk.

Application Deadline: 10am, Monday 22 July 2024

Interviews: w/c 29 July

We look forward to receiving your application.

Equal Opportunities Commitment

artsdepot is committed to encouraging diversity and eliminating discrimination. Our aim is that our workforce will be truly representative of all sections of society and that each individual feels respected and able to give their best. As part of our commitment to developing our workforce to be reflective of our communities we are particularly encouraging of applications from individuals who are ethnically diverse, disabled, LGBTQI and from lower socio-economic backgrounds.

Please enclose the completed monitoring questionnaire with your application. When the applications are received, the EO questionnaires are removed before any decision on shortlisting is made.