

*Volunteer  
Coordinator - Job  
Description*



<b>Job Title:</b>	Volunteer Coordinator
<b>Reports to:</b>	Events Manager
<b>Period of employment:</b>	Part time fixed term 1 year contract, 22.5 Hours (0.6 FTE)
<b>Salary:</b>	£15,000 Pro Rata (£25,000 FTE)
<b>Location:</b>	Gilbert White's House, Selborne, Hampshire, GU34 3JH

**Background:**

Gilbert White's House and the Oates Collections, set in the idyllic village of Selborne in Hampshire, is recruiting for a Volunteering Coordinator on a fixed term 1 year contract. This new position is made possible with support from The National Lottery Heritage Fund. Thanks to National Lottery players, we have been able to recruit for this fixed term contract. This is an opportunity to undertake an important supporting role for a unique, regional organisation within the heritage and conservation sectors, working alongside a committed team of staff, trustees and volunteers.

The museum attracts visitors from across the South, eager to learn about Gilbert, the man called the 'father of ecology', and Lawrence and Frank Oates, explorers of the natural world. With over 100 volunteers working in all areas of the museum including conservation, gardening, administration and operations, events and in our unique 18<sup>th</sup> century Brewhouse, we have a thriving and active volunteer community that helps Gilbert White & The Oates Collections to be a special place.

**The Role:**

There is already a well-established volunteer programme with appropriate policies and procedures in place. You will take a lead role in managing all elements of volunteering. You will work closely with other team members to assess and meet organisational needs and opportunities for volunteering and take responsibility for the recruitment, placement and retention of volunteers. Your focus will be on performance standards and ensuring that agreed targets are continually met and maintained. You will lead volunteers by example, to maintain and build upon our reputation.

You will relish the challenge of this key role and be keen to work towards solutions. With a flexible and positive approach to work, you will have the ability to work as part of a team and on your own initiative. The successful applicant will also take on the role of museum duty manager on occasions, with some weekend work required.

**Job description**

**Key duties within this position will include:**

- Promote and strengthen the culture of volunteering that exists in the museum.
- Work with departmental staff to generate volunteer opportunities.
- Support the review of current volunteer policies, recommending changes as appropriate.
- Recruit volunteers through current and new networks.
- Welcome and induct new volunteers, acting as a single point of contact.
- Plan and arrange further volunteer training and development as appropriate.
- Ensure the monitoring, review and appraisal of volunteers.
- Produce reports for the senior management/trustees as required.

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- Maintain accurate and up to date volunteer records, including reports on volunteer activity and participation.
- Work with team members to manage effective communication with volunteers, including newsletters and blogs, producing social media content.
- Plan, organise and deliver the established annual celebration event 'We Love Our Volunteers Day' and other get togethers.
- Take responsibility for developing, managing and undertaking all associated booking and administrative systems and tasks.
- Work with the Museum Manager in ensuring our ongoing compliance with legislative requirements including but not limited to volunteering, health and safety, risk assessments, food hygiene and licensing requirements.
- Assist the management in ensuring smooth and efficient operation the museum, providing support when required and be willing to undertake other ad-hoc duties.

<b>Essential</b>	<b>Desirable</b>
A good standard of general education.	
Prior experience within a volunteering coordination role or have previously worked with volunteers.	Experience of being a volunteer yourself.
Experience of working in a public facing role.	Experience of working in a visitor attraction / heritage setting.
Administrative and office experience.	
Knowledge of issues affecting volunteers and charitable organisations.	
Experience of developing and delivering a volunteering programme.	Experience of engaging with members of the community with diverse needs, including those with special needs.
Experience of developing and delivering training for volunteers.	Experience of evaluating education, learning & participation programmes in a visitor attraction or heritage setting.
Principles and commitment to the importance of excellent customer service.	
Knowledge of the importance of Health, Safety and Security, Equal Opportunities and DDA, and the Protection of Children and Vulnerable Persons as it affects a public building.	
Awareness of Disability Discrimination Act and Equal Opportunities legislation.	
Proactive team player, able to work effectively with small team of staff, volunteers and Trustees.	
Excellent written and verbal communication skills.	

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A confident and engaging communicator able to address varied audiences including visitors of all ages, groups and fellow team members including staff, volunteers and trustees.	
Excellent ICT skills, able to use Microsoft Office software (Word, Excel, Publisher, Powerpoint and Outlook) with confidence and accuracy.	Experience with CRM systems.
Proven organisational / project management skills and ability to set own goals.	Experience of project-based working and project management.
A good eye for detail and excellent presentation skills.	
Flexible attitude, comfortable working on several projects simultaneously and managing a diverse workload.	
Excellent interpersonal skills, highly diplomatic, able to handle people in a calm, courteous & confident manner.	
Motivational skills, able to lead by example and interpret and communicate operational activity to a broad team.	
Interested in and able to develop skills in others.	
Able and willing to work outside normal office hours as required, including some evenings and weekends.	

**General Information**

- The job description details the main outcomes of the job and will be updated if these outcomes change.
- All work performed/duties undertaken must be carried out in accordance with relevant GWOC policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.

The [National Lottery Heritage Fund](#) is the largest funder for the UK's heritage. Using money raised by National Lottery players we support projects that connect people and communities to heritage. Our vision is for heritage to be valued, cared for and sustained for everyone, now and in the future. From historic buildings, our industrial legacy and the natural environment, to collections, traditions, stories and more. Heritage can be anything from the past that people value and want to pass on to future generations. We believe in the power of heritage to ignite the imagination, offer joy and inspiration, and to build pride in place and connection to the past.