

Job Description

Job title: Volunteers and Communities Officer
 Salary: up to £25,000 per annum
 Reporting line: Access and Public Programmes Manager (APPM)

Job Purpose

To support learning programmes, with specific focus on community participation and volunteering. To implement the Volunteering Strategy, developing an ambitious programme in collaboration with the Volunteer Panel.

To build and facilitate relationships with the museum's local communities.

To prepare learning and engagement programmes for the reopening in 2020, implementing the new Learning and Engagement Strategy and supporting the team to deliver the NLHF Activity Plan and NPO objectives at this exciting time of museum transformation.

To contribute to the museum's vision to inspire everyone to explore the meaning of home.

Main Responsibilities

Volunteers (50% of the role)

- Coordinate and work with the Volunteer Panel to implement the Volunteering Strategy.
- Be an advocate for volunteering within the museum and the sector, sharing best practice and developing new, innovative approaches to volunteer engagement.
- Manage the Volunteer Makers website and develop digital solutions for volunteers/ing.
- Develop new volunteer roles and challenges, diversifying the team in line with NLHF and museum targets.
- Maintain volunteer policies and procedures in line with best practice and support colleagues across the museum to implement them.
- Coordinate the volunteer recruitment process from enquiry to induction, liaising with HR to ensure safe recruitment practices.
- Develop and deliver training for volunteers and supervisors.
- Responsibility for volunteer wellbeing, including social events, effective communication and consultation.
- Supervise the Volunteer Tour Guide Team and other volunteers relevant to the role.

Community participation (50% of the role)

- Build positive relationships with people and organisations from the museum's local communities, identifying potential partners and representing the museum at external events.
- Coordinate creative projects with long-term partners and under-represented audiences.
- Coordinate the Faith and Culture Forum and facilitate consultation with community groups.
- Organise a biennial ideation event and campaign for local social and environmental issues.
- Work with a range of community partners to co-produce and deliver onsite events including the annual Feel Good Festival.

- Support a range of participatory projects across the museum its collection and public programme. Work with colleagues to facilitate relationships, ensure the wellbeing of participants and produce outcomes with lasting impact.
- Coordinate outreach sessions for vulnerable older people to meet NHLF targets.
- Book museum spaces for community events and meetings.

Budget and Project Monitoring

- Contribute to relevant funding applications and reports and support income generation.
- Manage delegated budgets for volunteers and community participation.
- Administration for the volunteer and community programmes, including invoicing and expenses, contracts and meeting minutes.
- Evaluate programmes to a high standard including wellbeing outcomes and the biennial volunteer survey.
- Work with Communications to market programmes and produce digital content for the new website and other digital channels e.g. Twitter, Facebook, Instagram.

Experience and Skills Required

- A first-rate administrator, well organised, with an excellent level of attention to detail and a high degree of accuracy. Able to manage own time effectively.
- A confident communicator with the ability to build positive professional relationships across the museum, working collaboratively with colleagues and representing volunteers and community issues.
- Knowledge of partnerships and experience working with community groups.
- A sensitive and patient approach with experience working with vulnerable people or people from diverse backgrounds.
- Good interpersonal skills; the ability to train and motivate a diverse group of volunteers and supervisors. Previous experience supervising freelance staff would be an advantage.
- Knowledge and understanding of participatory working with communities and volunteers. Previous experience chairing focus groups or audience panels would be an advantage.
- Working knowledge of best practice in volunteering, particularly recruitment.
- A flexible and proactive approach, working some weekends and evenings; able to work independently and manage a busy schedule with multiple priorities.
- High level of computer literacy: a good working knowledge of spreadsheets, PowerPoint, databases and social media. Previous experience of using website content management systems.
- A demonstrable interest in our work and commitment to diversity and inclusion.
- An interest in the UK cultural sector.

Other requirements

- A satisfactory DBS check
- Flexibility to work some weekends and evenings