

Job Title: Volunteer Coordinator

Reports to: Audrey Steeley - Creative Projects Manager
Based at: Heron Corn Mill, Beetham, Cumbria LA7 7PQ

This is a fixed term post for three years. Any continuation is subject to additional future funding and review of staffing needs.

Job Purpose

Heron Corn Mill has been awarded a Heritage Lottery grant of £939,100. The next three years will be taken up with extensive capital works, specific projects and events activity that will greatly improve the visitor experience. Heron Corn Mill is now looking to recruit the following post of Volunteer Co-ordinator. This post will be responsible for developing and maintaining a team of enthusiastic and helpful volunteers. These volunteers will be the “face” of Heron Corn Mill and will be vital to the quality of visitor experience.

Main Duties and Responsibilities

1. Develop the existing role descriptions of the volunteers and develop a strategy for filling these roles and retaining volunteers.
2. Advertise the roles and achieve at least the targets set on the action plan of 10 volunteers by the end of 2013 and 20 by the end of 2014.
3. Work to retain volunteers through training and motivation.
4. Ensure that the training needs of the volunteers and other staff are identified and that training is delivered.
5. Provide day to day management of all volunteers.
6. Implement the volunteer daily log and record the results of these reports weekly with a monthly presentation to the Creative Projects Manager. Feed the relevant information gained to those involved. Prepare evaluation reports and presentations for the Heritage Lottery Fund.
7. Organise a volunteer forum, to provide a platform on which volunteers can build on ideas and give and receive feedback.
8. Manage any feedback sessions needed and any discipline or commendations for the volunteer staff.
9. Manage the budget for the volunteers and ensure that any volunteer out of pocket expenses are recorded properly and reimbursed promptly.

10. Liaise with other staff on the need and provision of volunteers for school visits, special events.
11. Manage any CRB (Criminal Records Bureau) checks required.
12. Ensure that all volunteers at Heron Corn Mill feel valued and welcome.
13. Assist the Bar Manager.
14. Any other duties as required

Additional Information

- Salary in the range £18,000 to £24,000 pro rata
- This is a part-time post working an average of 19 hours per week, ie. 50% of full time equivalent. Working hours may be flexible to fit both the Postholder's work life balance, and the needs of the Team. There will be some weekend and evening work necessary.
- Annual leave entitlement is 5 weeks pro rata.
- In addition, you will be expected to work on Bank Holidays as appropriate. You will receive a day off in lieu for each bank holiday worked.
- The Mill is currently closed between Christmas and New Year. However, if this situation changes, the Post-holder may be expected to work during this period in the future.
- There will be an annual appraisal, and a review at the end of 2014 with the potential to develop or change the direction of the post.

Person Requirements

- **Personality**
The successful applicant will have experience of, and enjoy working with, a wide variety of people, of all ages and abilities, and be willing to work as part of a team. They will be enthusiastic about the Mill and what it has to offer the community. They will be energetic, empathetic, good humored and patient.
- **Personal Situation / Commitment**
Able to be relatively flexible and fit with the other staff to ensure a staff presence whenever the mill is open to the public. This will involve some evening and weekend work.
- **Computer Skills**
Able to work in basic office packages effectively. Able to design and print the different forms and documents needed to run an effective team.
- **Safety and health skills**
Ideally would have a valid first aid at work certificate. At least level two food hygiene certificate is desirable, but training can be given at work.

Able to manage health and safety issues and conduct basic risk assessment with volunteers.

- **Management Ability**

Able to relate to and manage a team of volunteers, so that the volunteers feel valued and understood and that all shifts and job roles are covered.

Supplementary Information

An offer of employment is subject to obtaining two satisfactory references, and enhanced CRB clearance (Criminal Records Bureau) as this post will have access to children and vulnerable adults. The post holder must be eligible to work in the United Kingdom.

Health & Safety at Work Act

This states that it is the responsibility of the individual to ensure that they observe and follow all health and safety instructions, signs and procedures. That they work so as not to endanger themselves or others.

**Applications by email to
Closing date for applications
Interviews will be held on**

**audrey@heronmill.org
Midday Friday 15 February 2013
1 March**