

Learning and Community Volunteer Co-ordinator

Role Description

Role Title:	Learning and Community Volunteer Coordinator
Role Summary:	We are looking for a Learning and Community Volunteer Coordinator to assist with the advertising, recruitment, placement, induction and training of volunteers at Alexandra Park and Palace.
Organisation	<p>Alexandra Palace is a Grade II listed north London landmark built in 1873 as a leisure facility on a grand scale. During the First World War the Park and Palace were used to house Belgian refugees and enemy aliens before becoming the home of the BBC between 1935 and 1981.</p> <p>Alexandra Palace is setting out long term regeneration plans which both promote its heritage and widen public access to the most historically significant areas of the Park and Palace. As part of the wider plans our learning team now deliver cross curricular primary and secondary school workshops which both celebrate its rich heritage whilst enriching the national curriculum. Our programmes engage with audiences of different ages and abilities and celebrate the Park and Palace's eclectic history through interactive and engaging workshops, art & craft activities and guided tours.</p>
Outline of tasks:	<ul style="list-style-type: none"> - Collating data and evaluation regarding the volunteer programme - Answering enquiries about volunteering - Supporting the administration of the recruitment process - Working with the Head of Learning and Community Programmes to develop and deliver volunteer induction and training events in line with best practice - Helping to ensure information about volunteering on the website is up to date - Championing the contributions of volunteers, for example, helping to organise celebratory events. - Helping with the coordination of the recruitment process, e.g. organising open informal discussions - Managing and maintaining the existing Volunteer database - Data manipulation to produce graphs and statistics to be included in quarterly meetings and reports.

Commitment:	We are looking for volunteers to commit to minimum of one day per week for no less than 3 months.
Reports to:	Head of Learning and Community Programmes
Skills, Qualifications and Personal Qualities Required (Essential):	<ul style="list-style-type: none"> • An understanding of the needs of volunteers • Excellent organisational skills and attention to detail • Enthusiastic and reliable • Good written and verbal communication skills • Excellent IT skills: Word, Excel, Outlook • Flexible in approach to role description • Friendly and approachable
Skills, Qualifications and Personal Qualities Required (Desirable)	<ul style="list-style-type: none"> • Proactive, the ability to share information and knowledge with volunteers, visitors and staff. • Team player, enjoy working with others, fellow volunteers, the public, and staff.
Standards of behaviour:	<ul style="list-style-type: none"> • Polite, courteous and attentive to all visitors • Respectful and supportive to fellow volunteers and staff • To make oneself aware of forthcoming events and changes to procedures
What could you get out of volunteering with us:	<ul style="list-style-type: none"> • Full training and support will be provided for this role • Contributing something to the community by helping in the work of the Park and Palace Charitable Trust • Helping to keep a part of our heritage for future generations • Enjoying meeting a wide variety of visitors from all over the world • Opportunities to develop skills and expertise within the museum sector • Experience of learning within museums • Work experience that can be an invaluable addition to your CV and building confidence • Enjoyment in doing something you like while meeting new, like-minded people
How will you be helping us:	This volunteer role will enable us to improve the service we provide to the local community whilst providing a high quality customer service and information to enhance their experience.
Notes:	<ul style="list-style-type: none"> • Applicants are considered on their merits and regarded equally • Volunteers will be inducted and trained to carry out the role • Alexandra Park and Palace Charitable Trust will cover travel expenses to a maximum daily limit of a zone 1-6 travel card
Next steps	To apply please send a covering letter or email with a CV describing any relevant experience and what interests you about the role, with the subject header Learning and Community Volunteer Co-ordinator to volunteering@alexandrapalace.com
Closing date	Friday, 31 st January 2014