

Job Description

Title:	Volunteer Coordinator
Department:	Visitor Services
Responsible to:	Head of Learning & Events Programming
Responsible for:	Volunteers
Hours and Pay:	25 hours per week for 45 weeks of the year, at a rate of £7.96 per hour, plus Rolled Up Holiday Pay equivalent to 20 days of paid holiday plus bank holidays, pro rata.

General Description of the Role:

Responsible for recruiting, supporting, and maintaining a large team of volunteers who act as Room Guides in the Museum's Period Rooms, helping visitors to engage with collections and providing essential security and visitor services support. Regular duties include filling and maintaining a four-weekly volunteer rota, communicating information to the volunteer team, organising training and social events, recruiting new volunteers, and managing work experience placements.

Main Duties of the Post:

Volunteer Management:

- Set up and fill four weekly rota for Period Room Guides
- Ensure that all Period Rooms and Galleries are staffed during opening times of the Museum; seek or provide emergency cover
- Work with Floor Coordinators to address any matters arising during the volunteer shift and schedule lunch and tea break cover for volunteers
- Ensure Guides' Room is tidy and sufficient refreshment is provided
- Manage volunteer sign-in procedure
- Work with colleagues to identify new opportunities for volunteers to contribute to the AMiB's strategic aims, by providing support to curatorial, learning, visitor services, and gardens departments

Recruitment and Training:

- Attract new volunteers through distribution of advertising material, leaflets, website, word of mouth
- Work with local volunteer organisations and community partners to diversify the volunteer team
- Liaise with, interview, and provide induction for new volunteers.
- Ensure new Room Guides are fully trained and confident in their role through the provision of training and shadowing other volunteers
- Work with Head of Learning and Events to schedule volunteer training programme during the Museum's closed period, to include New Volunteer Training, *Knowledge Sharing*, and social events for existing volunteers. Provide administrative support and arrange catering as required
- Plan and host *Knowledge Sharing* coffee morning sessions for volunteers throughout the year

Young Volunteers:

- Liaise with schools/universities to schedule work experience/student placements and provide references/reports upon request
- Interview and select students seeking work experience and provide orientation, training, and supervision
- Work with colleagues to create meaningful opportunities for young volunteers that support AMiB's strategic aims
- Ensure that AMiB's Safeguarding Policy is applied when working with young volunteers

Communication :

- Produce and distribute monthly volunteer newsletter
- Collate and exhibit relevant information on Guides' Room notice board
- Develop new ways to communicate with volunteers, exploring options for digitisation
- Host Volunteer Liaison Group meetings; take and distribute minutes/action points

General Administration :

- Manage and maintain volunteer database
- Carry out skills audit and maintain up-to-date information about volunteers' skills
- Update *Guidelines for Volunteers*
- Maintain *Collection in Context* folders
- Provide volunteers' badges, passes, permits, etc
- Inform Membership Administrator of retirees qualifying for complimentary membership

Other :

- Plan and coordinate annual outing and Christmas party
- Represent Museum at B&NES Volunteer Forum meeting
- Carry out any other duty as required by the line manager, commensurate with the post

Person Specification

Knowledge and Experience

- At least two years' experience working with and supporting volunteers in a people-focussed environment (E)
- An understanding of the needs of volunteers and the training and support required to manage volunteers (E)
- Experience within a museum, historic property or heritage site (D)
- Knowledge of legal frameworks as they apply to volunteers (D)
- Experience of development and delivery of training programmes (D)

Skills and Abilities

- Excellent interpersonal skills and ability to build strong working relationships with the volunteer team, staff team, and external partners (E)
- Flexible approach to problem solving in a busy working environment (E)
- Excellent written and oral communication skills (E)
- Relevant IT skills e.g. able to use Outlook, Microsoft Office, databases, social media etc. (E)
- Able to work autonomously, as well as in a team (E)
- Excellent organisational skills and ability to prioritise workload (E)

Personal attributes

- Enthusiasm for volunteering in the heritage sector (E)
- Commitment to equality and diversity, particularly in relation to overcoming barriers to volunteering (E)

To Apply

Please send a C.V. and covering letter, telling us why you would like to work at the American Museum and what you can bring to the role, to:

Zoe Dennington

Head of Learning and Events Programming

American Museum in Britain

Claverton Down

Bath

BA2 7BD

Or email: zoe.dennington@americanmuseum.org

Deadline for applications is 9am on Monday 26 January, with interviews taking place the week commencing Monday 2 February. If you've not been contacted by Friday 30 January please assume you have not been successful.