

## **SHAKESPEARE BIRTHPLACE TRUST JOB DESCRIPTION**

<b>Job Title:</b>	Community Engagement and Volunteering Manager
<b>Contract Type:</b>	Permanent
<b>Reporting to:</b>	New Place Manager
<b>Location:</b>	New Place
<b>Date:</b>	December 2015

### **Job Purpose**

This post draws together a number of tasks that are crucial to the effective delivery of the New Place Project and running of the site upon completion. The post holder will work closely with the Site Manager in delivering the project and ensuring that it is successful in achieving its outcomes.

Responsible for creating and implementing solutions to strengthen the volunteer workforce. They will play a key role in providing topical guidance and support to the site on all volunteering matters. The role holder will lead key volunteering programmes and proactively seek innovative opportunities to engage partners and staff in volunteering at New Place.

### **Essential skills, knowledge and experience**

#### **Essential Skills and Experience**

- A sound understanding of volunteering trends and legislative frameworks and a knowledge of national and local networks that support volunteering.
- Team building, management and leadership.
- A sound understanding of customer service principles, and experience of leading a team to deliver to a diverse audience.
- Previous involvement in the successful implementation of a promotion and outreach programme to identify, engage and recruit volunteers to the project.
- A track record of planning, management and successful delivery of monthly events, whole community events and end of project event.
- IT literate including Word, Excel and Outlook

#### **Desirable Skills and Experience**

- A practical understanding of running a heritage site and visitor attraction.
- Strong organizational skills, high attention to detail and experience in developing and maintaining relationships and partnerships internally and externally, with the ability to influence upwards and with peers.
- First aid in workplace certificate.
- Familiar with hosting VIP visits.

#### **Essential Personal Attributes**

- Robust, positive and enthusiastic about working with the public.
- A confident public speaker and performer.

- Able to prioritise and make confident operational decisions including under pressure
- Expect and enable others to deliver high standards.
- Able to facilitate positive working relationships with colleagues and local community.
- Approachable with good listening and communication skills
- Highly self-motivated and able to work under your own direction to achieve stated objectives within the necessary timescales.

## **Key Responsibilities**

### **LEADERSHIP & MANAGEMENT**

- To manage and lead the Volunteer team successfully. Ensure they understand their contribution towards the delivery of the SBT Strategy; this includes recruitment, induction and training of staff.
- Develop innovative training, support and guidance for the staff in matters of SBT volunteering, retention and recruitment.
- Contribute to the evolution of the volunteer development strategy to broaden recruitment, improve retention and develop new and innovative rewards and recognition of volunteers.
- Manage all volunteers using the processes and procedures set out by the SBT, with particular reference to working hours, absence and holidays.
- Further develop volunteer involvement and participation in engaging visitors during their visit to the New Place Site.
- Collaboratively support a regional network of staff and volunteers through which guidance and support can be routed to other SBT sites.
- Transfer knowledge and best practice from bodies such as Volunteer England, and other agencies to improve volunteering in the SBT.

### **VISITOR EXPERIENCE**

- Deliver an exceptional visitor experience based on:
- Understanding our visitors and their expectations of a visit to Shakespeare's home.
- The selection, training and deployment of volunteers in roles that make the most of their abilities and aspirations.
- Communication with colleagues to ensure visitor flow, expectations and management is cohesive and contributes the best possible visitor experience.
- Work with the other departments to facilitate the efficient operation of the New Place Site for all our customers, allocating team resources as required.

### **COMPLIANCE**

- Ensure compliance with statutory requirements and organisational policies and procedures for fire, security, Health & Safety, cash handling and data protection using risk management techniques to underpin compliance and a safe working/visiting environment.
- Promote and develop a working culture which incorporates sound environmental practices.
- Support colleagues with the emergency plans for New Place, including the Disaster Recovery Plans, making sure relevant staff and volunteers understand their roles and responsibilities.

## GENERAL

- Take part in the Duty roster ensuring cover over seven days a week
- To be responsible for your own personal development through the SBT's Performance and Development Review process.
- To lead by example and role model the SBT's values.

## Key result areas

Action	Result
Good management of staff and volunteers	Above target results from staff and volunteer surveys.
Delivery of an exceptional visitor experience	Positive visitor feedback in all areas including customer and mystery visitor surveys above target. Social Media ratings. Visitor numbers and spend per capita achieve budgeted figures.
Finance	Budgets achieved.
Compliance issues are consistently under control and well managed and recorded.	No breaches of statutory requirements or SBT procedures that could result in a risk to our reputation.
Management of the implementation of projects within New Place.	Projects do not impact on the visitor experience, and good working relationships with other departments are maintained.

## Key working Relationships and Communications

**Internal:** Other Operations Staff  
Collections and Interpretation  
Marketing & Audience Development department  
Property Services department

**External:** Visitors (individuals, pre-booked groups and tours)  
Delivery Men  
Contractors  
Other service providers

## Job description agreement

Job holder signature and date

Manager signature and date

The Shakespeare Birthplace Trust retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the Trust.

This job description and person specification was prepared in April 2015 and may be amended in light of changing circumstances following discussion with the post holder.