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| **Job title:** | Volunteer Coordinator |
| **Department:** | Museum |
| **Salary** | £27,000 per annum (pro rata for part time) |
| **Location** | the Charterhouse, Charterhouse Square, London, EC1M 6AN |
| **Duration** | Part-time for 10 months (2.5 days per week) – Fixed-term contract |
| **Reports to** | Museum and Collections Manager |
| **Responsible for** | All Charterhouse volunteers |
| **Job Purpose** | The purpose of the role will be to promote and develop all aspects of volunteering at the Charterhouse. |
| **Role description:** | * Be the first point of contact for enquiries from new and existing volunteers and work placements * Recruiting, training and coordinating a diverse team of over 70 volunteers working in areas such as visitor engagement, learning, collections and befriending. * Developing new roles and conducting risk assessments. * Managing a volunteer database. * Managing the team of visitor engagement volunteers, coordinating monthly rotas and developing a programme of volunteer-led highlight talks. * Managing budgets and expenditure, including volunteer expenses. * Creating volunteer retention and development strategies, including induction procedures, opportunities for professional development, outings and thank-you events. * Project evaluation and reporting. * Managing work placements and overseeing higher education placements. * Liaise closely with the museum team and support other members of staff managing volunteers. |
| **Person**  **Specification:**  **Essential** | **Essential:-**   * A minimum of one year’s volunteer management experience   gained in a similar environment   * Enthusiasm for supporting volunteers develop and learn through access to heritage * Excellent interpersonal and communication skills with the ability to communicate with a broad range of people both internally and externally * Understanding of excellent customer care and proven ability to inspire this in a diverse volunteer team * Strong leadership skills * Ability to be flexible and work as part of a team * Reliability and good time-keeping skills * Excellent administrative and numeracy skills and proven IT skills * Excellent organisational skills and the ability to prioritise * Proactive and the ability to work unsupervised and under own initiative * Good understanding of how to operate within a diverse environment   **Desirable:-**   * An interest in London’s history * A degree in a subject relevant to the history and activities of the Charterhouse * A good understanding of social media and online communication tools adapted to different audiences |
| **Special**  **Circumstances** | * Occasional evening or weekend working may be required, for which leave in lieu will be given. * The person will need to undergo an Enhanced DBS check. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to the museum’s overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum’s staff and the collection |