

**JOB DESCRIPTION – JUNE 2022**  
**VOLUNTEER MANAGER**

The Charterhouse is a former Carthusian monastery in London which, since the dissolution of the monasteries in the 16<sup>th</sup> century, has served as private mansion, as a boys’ school and as an [almshouse](#), which it remains to this day. Our remarkable historic site is situated on 7 acres near Barbican in central London, and it has been home to a community of residents known as ‘Brothers’ since our charity was founded in 1611. Surrounded by beautiful [gardens](#), the site also has an [Infirmary \(Care Home\)](#) which is occupied by both Brothers and private residents alike.

In January 2017, we opened up the site to the public for the very first time and since then over 100,000 members of the public have visited our [museum](#), shop, and learning centre. The museum, developed in partnership with the Museum of London, tells the story of the Charterhouse through its [historic objects](#) from the Black Death to the present day. Visitors are also encouraged to take [guided tours](#) of the rest of site, which is open from Tuesday to Saturday, to experience our stunning rooms, such as our recently refurbished [Great Chamber](#). We also host a vibrant [learning programme](#) which offers a variety of KS1-KS3 sessions for school pupils and families to discover more about the history of this important heritage site. With its beautiful architecture and interiors, the Charterhouse also hosts frequent private events and weddings as well as providing an authentic backdrop for [filming and photoshoots](#).

The Charterhouse is a home as well as a multi-faceted operation with a strong sense of community. We are therefore seeking to appoint an experienced Volunteer Manager who will be expected to manage our enthusiastic and diverse team of volunteers, who support all aspects of life throughout the Charterhouse community. The Volunteer Manager will be passionate about volunteer development, and they will be expected to lead on the development and delivery of a robust volunteering strategy that builds upon our current volunteer offer, ensuring that all our volunteers have a valued experience.

For further information about the Charterhouse, please see our website: [www.thecharterhouse.org](http://www.thecharterhouse.org)

<b>Job title:</b>	Volunteer Manager
<b>Department:</b>	Museum & Events
<b>Salary</b>	£30,000 per annum (pro rata)
<b>Location</b>	The Charterhouse, Charterhouse Square, London, EC1M 6AN
<b>Duration</b>	Part-time, permanent (3 days per week, ideally over Tuesdays-Saturdays) <i>Whilst we would prefer the successful candidate to work some of their hours on Saturdays, the rest of the hours can be worked flexibly in agreement with the Museum Manager.</i>
<b>Reports to</b>	Museum Manager
<b>Responsible for</b>	All Charterhouse volunteers throughout the Charterhouse community

<p><b>Job Purpose</b></p>	<p>The Charterhouse is seeking to increase its public engagement. A key part of this aspiration relates to its volunteering offer and the new Volunteer Manager is pivotal in expanding and developing the Charterhouse’s relationship with current and future volunteers.</p> <p>The Volunteer Manager is responsible for contributing and leading on the delivery of a robust volunteering strategy, which unifies volunteering opportunities from those within and outside of our own community. They will identify opportunities across the Charterhouse’s operations and build upon the current volunteer offer, ensuring that all our volunteers are valued and embedded fully into the Charterhouse community.</p> <p>The purpose of the role will be to work in partnership with line managers across the Charterhouse, to devise and deliver an inclusive, supportive, and well managed volunteering experience. They will also identify and implement learning and development needs for volunteers and individually and undertake any necessary training as may be required.</p>
<p><b>Key Responsibilities:</b></p>	<ul style="list-style-type: none"> <li>• Lead on the development of a clear and strategic volunteer plan for the site-wide community to support the delivery of the Charterhouse objectives. This will include volunteer retention and development strategies, as well as induction procedures, training, opportunities for professional development, benefits, outings and recognition events and procedures, i.e. setting up Tempo Online Time Credits</li> <li>• Develop and implement policies, procedures and standards to support our volunteer programme</li> <li>• Be the first point of contact for enquiries from new and existing volunteers and work placement students</li> <li>• Recruiting, training, inducting and coordinating a diverse team of over 50 volunteers, by encouraging diverse and inclusive recruitment. This includes the Brothers, (residents of the almshouse) working throughout the community in areas such as Brother Support and Infirmary, visitor engagement, gardens, learning and collections</li> <li>• Responsibility for revising and managing the onboarding process for new volunteers including applications/ interviews, DBS checks, inductions, risk assessments, exit interviews and signposting to helpful key tools and resources. To ensure that we remain inclusive, fair and compliant.</li> <li>• Managing the volunteer database, securing sensitive information in line with GDPR guidelines</li> <li>• To cover the Visitor Services desk during lunch breaks and annual leave, by welcoming visitors and operating the POS system, as and when required.</li> <li>• Work collaboratively and be fully immersed into the Charterhouse community and support Brothers’ and community social activities and public engagement events.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the visitor engagement volunteers and develop a programme of volunteer-led highlight talks and activities.</li> <li>• Provide data insight and monitoring of all aspects of volunteer budgets including managing expenses, resources, supervision, training, and development.</li> <li>• Managing all elements of volunteer communication and administration such as creating and distributing a regular e-newsletter.</li> <li>• Undertake regular evaluation to ensure the volunteers feel supported, empowered and valued and collate and analyse reports and KPIs for committee meetings.</li> <li>• Develop a volunteer manual for internal use that provides information and guidelines for staff/managers; that provides information about the operations of the Charterhouse, scheduling procedures, job descriptions and expectations.</li> <li>• Working closely with HR and external providers such as The Careers and Enterprise Company, to develop and manage work placements including traineeships, apprenticeships in schools and higher education.</li> <li>• Liaise closely with and support all members of staff managing volunteers.</li> </ul>
<p><b>Essential Skills:</b></p> <p><b>Desirable Skills:</b></p>	<ul style="list-style-type: none"> <li>• At least 2 years' operational volunteer management experience gained in a similar environment.</li> <li>• Comprehensive knowledge of good practice and legislation in volunteering and volunteer management and how to apply it.</li> <li>• Demonstrable experience of contributing to policies and procedures in a clear and accessible way.</li> <li>• Enthusiasm for supporting volunteers to develop and learn through access to heritage.</li> <li>• Excellent interpersonal, presentation and communication skills with the ability to communicate with a broad range of people both internally and externally, verbally and in writing.</li> <li>• Understanding of excellent customer care and proven ability to inspire in a diverse volunteer team.</li> <li>• Ability to work flexibly and work as part of a team</li> <li>• Excellent administrative and numeracy skills and proven IT skills, such as mail chimp. Some experience in analysing data and reporting would also be helpful in this role.</li> <li>• Strong understanding of handling sensitive and confidential information, including safeguarding procedures and GDPR requirements.</li> <li>• Proactive and the ability to work unsupervised and under own initiative.</li> <li>• Good understanding of how to operate within a diverse environment including understanding of access needs of diverse audiences and how to meet them.</li> <li>• An interest in heritage, care and community.</li> </ul>



	<ul style="list-style-type: none"><li>• A degree in a subject relevant to the history and activities of the Charterhouse.</li><li>• A good understanding of social media and online communication tools adapted to different audiences.</li></ul>
<b>Requirements:</b>	<ul style="list-style-type: none"><li>• Occasional evening or weekend working may be required, for which TOIL will be given.</li><li>• This role profile summarises the main tasks, responsibilities, and requirements of the role only. The post holder will carry out any other duties as may reasonably be required by their line manager.</li><li>• 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 Charterhouse's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of staff and collections.</li></ul>
<p><b>NB:</b> This job description reflects the requirements of the Charterhouse as of June 2022. The role and duties of the post are subject to change in line with the future development of the Charterhouse. The Charterhouse reserves the right to make such changes as are necessary and any changes required will be discussed with the post-holder as appropriate.</p>	