



Coldharbour Mill Trust Ltd, Coldharbour Mill, Uffculme, Cullompton, Devon EX15 3EE
Registered Charity No: 1123386 Company No: 06389577

JOB DESCRIPTION

Job title: Volunteer Development Manager
Location: Coldharbour Mill
Reporting relationships Reporting to the Learning & Community Engagement Officer (LCEO) Working with: Heads of Departments
Job Purpose To work with the LCEO and other staff to the benefit of Coldharbour Mill, specifically: <ul style="list-style-type: none">• To co-ordinate and drive an increase in volunteer activity across Coldharbour Mill• Primarily focusing on the pro-active and sustainable creation of volunteer roles, providing highly efficient support and excellent customer service to volunteers, potential volunteers and staff managing those volunteers.• To provide an overall delivery and maintenance of systems and processes to support volunteer's involvement• To implement project planning tools to support the creation and marketing of new roles and programmes, providing monitoring and analysis to evaluate their success• Championing and articulating clear routes into volunteering for prospective volunteers, whilst working closely with the wider HR team and your colleagues to ensure a fit for purpose volunteer recruitment marketing offer, this includes shaping the development of a volunteering brand, our website and social media so that we appeal to a new and diverse audience• To develop relationships with external organisations, working with partner agencies to maximise the opportunities for volunteering and diversify the volunteer 'workforce'• To develop a training programme for volunteers• To identify and resolve urgent issues appropriately, in collaboration with colleagues, and appropriately report actions taken to Chief Executive Officer• To act as an effective advocate for volunteering throughout the organisation and across the sector, keeping fully up to date with external developments and best practice in volunteering policy• To achieve Investors in People Standard



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What you'll be doing as part of our team

- Provide core volunteer management expertise, supporting volunteer involvement across the charity
- Oversee colleagues delivering all stages of the volunteer journey, developing clear routes into volunteering and ensuring high levels of customer service are delivered to potential volunteers, reducing barriers to participation where possible

Staff/Volunteer Supervision & Training

- To work closely with colleagues in HR to develop and deliver a co-ordinated approach, understanding where volunteering can best support strategic goals and support a joined up approach across a range of paid and un-paid opportunities
- Providing support to the departments who involve volunteers
- To review and implement changes to our volunteer recognition and retention programme including, recognition events, volunteer meetings, open day events and appreciation events

Administration

- To monitor expenditure budgets and ensure compliance with all Coldharbour Mill finance and procurement procedures
- To monitor, document and evaluate the Coldharbour Mill volunteer programme
- To monitor and report on core KSI performance, including responsibility for delivery targets to grow volunteering and increase volunteer hours, in line with the volunteer strategy

Volunteer Privacy

- To enhance existing data collection methods and data analysis, aligning closely with fundraising and membership requirements, adhering to GDPR policies

Health & Safety

- To apply the organisation's Health & Safety Policy
- To ensure that health and safety procedures are understood and implemented by volunteers

General

- To carry out these tasks and responsibilities with an understanding of and commitment to the organisation's equal opportunities policy, and other relevant policies
- To meet and maintain a high standard of personal presentation at all times
- To undertake any other duties at the request of the Chief Executive Officer that may be reasonably implied by the job title, and to assist the Chief Executive Officer with any other duties that may be agreed from time to time to achieve the objectives of the Trust to the benefit of Coldharbour Mill Museum



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Person Specification

Essential Experience

- Experience of managing volunteer programmes
- Experience of working in a customer focused environment providing high levels of service
- Experience of monitoring and evaluation
- Experience of report writing and collating / summarising information and statistics for a variety of audiences
- Excellent computer skills including Word, Excel and PowerPoint

We'd also like to see

- Experience of providing support and advice to community organisations and/or under-represented groups
- Proven management of staff/line management
- Experience of complex project delivery
- Experience of development and delivery training programmes

Essential Skills/knowledge/Qualifications

- Ability to manage complex databases and systems, analysing and presenting data
- Knowledge of the voluntary sector and relevant best practice around volunteering
- Understanding of the principles of project management
- Ability to effectively influence others and where necessary negotiate agreement

We'd also like to see

- Excellent presentation skills, with an ability to tailor material to a range of target audiences
- Knowledge of legal frame work as they apply to volunteers

Essential Behaviours

- As a member of a small and busy team, being adaptable, flexible and willing to work anti-social hours or travel within England
- Ability to separate the important from the urgent and to successfully balance focusing on the detail with keeping sight of the wider picture
- Confident and Professional

We'd also like to see

- Actively supports the roles and contributions of other groups, departments and teams whether at a professional or individual level



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This will be a 12 month fixed term contract in the first instance, with 6 months' probation

Hours of work: 24 hours per week. Days to be agreed - 5 days from 7. This role includes working occasional weekend days from April – October.

Salary: £19,000-£24,000 per annum.

Annual leave: 28 days per year PRO RATA, including bank holidays. Advance notice of all holidays and days off to be agreed with the LCEO. Bank holidays are treated as normal working days.

Probation reviews: at 3 & 6 months. **Appraisal:** annual

Job description agreement

To be signed within 6 weeks of employment after discussion with line manager.

Manager

Date

Post holder

Date