Volunteer Manager Job Description

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| **Reports to** | Associate Vicar |
| **Line management** | Volunteers |
| **Financial responsibility** | £3k per annum recruitment and training budget  £2k per year uniform budget |
| **Key relationships** | Director of Operations, Heritage Project Manager, Clergy Team, all Lead Contacts for volunteer and helper groups across the Minster  You will sit as a staff representative on the People and Communication Sub-committee |
| **Working hours** | Complete as appropriate: Minimum 4 days per week – 29.5 hours |
| **Salary and benefits** | £25k pro rata |

**Your responsibilities**

This role is responsible for the development and delivery of Hull Minster’s volunteering plan arising the Resilient Heritage Project 2019, the emerging needs of the post pandemic business plan and Revival Back to Life Project. You will be a key member of the Revival- Back to Life Project delivery team, implementing the volunteering activities set out in the activity plan and evaluating interventions.

You will help us to become resilient and sustainable by ensuring that we have a skilled and motivated team of volunteers, working in a range of roles to help us run the many services we offer as a centre of Christian worship and heritage cultural attraction. As a key staff member, you will undertake the role of duty manager in the building during daytime opening hours, providing a first point of contact for volunteers and visitors. A key aim of the role is to increase the numbers of volunteers, widen the diversity of the volunteering workforce and ensure that wellbeing, skills and knowledge underpin all aspects of volunteering life.

You will develop and maintain strong volunteer management policies and practices and carry out regular training so that volunteers have a consistent, enjoyable and rewarding experience of volunteering. You will help to create a culture where we celebrate and make the most of our volunteers’ gifts of time, skills and knowledge, so that they are a well-valued and integrated part of Minster life.

You will support the development of volunteering at a neighbouring church, sharing good practice and helping to build volunteer capacity over the period of the project.

**Key areas of delivery**

***Volunteering plan***

You will lead the development and delivery of our volunteering plan, to ensure our approach to volunteering helps us to fulfil Hull Minster’s strategic plans.

* Work with senior staff and clergy to identify Hull Minster’s needs for volunteering in delivering the business plan.
* Develop a volunteering plan that supports the business plan, including developing any new volunteer roles needed, developing training plans and associated resources.
* Put in place processes to monitor progress against the project plan; reporting to the PCC, senior staff and clergy as appropriate.

***Recruitment and training***

You will help to increase the number and diversity of people volunteering at Hull Minster and the range of volunteer roles, ensuring we have skilled and engaged volunteers to help us deliver Hull Minster’s vision for the future.

* Manage ongoing recruitment of new volunteers, including external advertising, working with partner organisations and attending recruitment events.
* Oversee induction for all volunteers.
* Coordinate all basic and mandatory training for volunteers (e.g. safeguarding, H&S)
* Develop and support the delivery of role-specific modular training for volunteers.
* Work with Lead Contacts across the Minster to identify and address individual volunteer training needs.
* Seek ways to widen the reach of volunteer recruitment to encourage more diverse groups to volunteer and overcome barriers to volunteering.
* Cary out diversity monitoring and report on this.

***Health, wellbeing and belonging***

You will be responsible for the ongoing pastoral needs of volunteers, helping them to develop social support networks, friendships and personal resilience.

* Devise a system for monitoring, evaluating and improving health and well-being goals.
* Organise regular social and celebratory events for volunteers and helpers to recognise their contribution.
* Facilitate referrals to internal support or external agencies
* Provide tailored support for volunteers with additional needs

***Ensuring consistent approaches to managing volunteers and helpers across the Minster***

You will support the Lead Contacts across the Minster who have responsibility for managing groups of volunteers and/or helpers on a day-to-day basis.

* Ensure all policies and processes are up-to-date and compliant with relevant legislation and good practice.
* Provide tools and resources for Lead Contacts to use, so that volunteers and helpers are managed consistently across all areas of the Minster.
* Meet regularly with Lead Contacts to support them with all aspects of day-to-day management, including briefings, rotas, recruitment and training, developing new volunteer roles, managing problems with performance or behaviour.
* Provide training for Lead Contacts to help them work effectively with volunteers and helpers.

***Record keeping and evaluation***

You will ensure our volunteer records are complete and well-maintained to help with day-to-day management of volunteers and with evaluating the impact of volunteering at Hull Minster.

* Oversee the volunteer database and ensure entries are kept up-to-date and are managed in accordance with the GDPR 2018.
* Oversee volunteer training records and ensure these are kept up-to-date and are managed in accordance with the GDPR 2018.
* Identify key success measures for volunteering (e.g. volunteer hours, volunteer wellbeing, financial impact of volunteering) and put in place processes for capturing and reporting these data.

***Engagement, motivation and involvement***

You will be responsible for ensuring we have an engaged and motivated team of volunteers and helpers, who are actively involved shaping the life of Hull Minster and their own volunteer experience.

* Ensure regular communication with volunteers.
* Provide regular opportunities for volunteers to find out about Hull Minster’s plans and activities, be consulted about things affecting their roles and share ideas for improvements to volunteering.

Key experience, skills and attributes

***Essential***

Managing people – extensive experience recruiting, training and supervising volunteers

Experience of day to supervision, rotas and welfare of volunteers including having the ability to assess volunteers needs and make appropriate interventions

Education and activity delivery – have planned, delivered and evaluated public engagement activities with volunteers

Project management – planning, reviewing and evaluating projects

Confidence to work across the heritage sector with partners and stakeholders for all volunteer activities

***Desirable***

Knowledge of the Lottery Fund processes and procedures

Knowledge of the cultural and heritage and visitor sectors in Hull

Excellent communication skills with ability to engage those in person and through digital activities