

Volunteer Manager (Part time)

In July 2017 a major new heritage attraction opened in central London. Representing a significant addition to the culture and heritage market, The Postal Museum offers two experiences in one. Alongside interactive exhibition galleries telling stories from five centuries of British social and communications history, visitors will be able to take a subterranean ride through the tunnels of the old Post Office Underground Railway – Mail Rail – for the first time in its 100 year history. The Postal Museum showcases the extraordinary stories from five centuries of one of the country's most iconic services, grows our educational charity work and fundamentally changes the way we engage with our audiences, welcoming over 180,000 visitors a year, along with a further 400,000 through our public events programme, digital and outreach offers.

Based: Central London

Salary: £15,000 per annum. (£25,000 full time rate)

Responsible for: n/a

Reports to: Head of Human Resources

Contract: Permanent, Part-time 21 hours pw (Arrangement of hours and days to be negotiated with line manager)

Start date: asap

PURPOSE OF THE ROLE

The post-holder will play a vital role within the HR Team and the Museum more widely, to improve, develop and further define the Volunteer Programme at the Postal Museum. Through our Volunteers, the Volunteer Manager will ensure we are providing excellent customer service and a great experience for visitors to the Museum. Also, s/he will develop the Volunteer Programme for back of house support where possible. Through the Volunteering programme, the post holder will engage with the wider community in the London Boroughs of Camden and Islington.

JOB DESCRIPTION

Key Responsibilities and Duties

Volunteer Management and Development

- Support TPM Managers in providing great opportunities for Volunteers.
- Explore new volunteer development opportunities to meet strategic requirements of The Postal Museum

- Lead on volunteer recruitment, working with TPM staff to develop role opportunities and ensure staff are trained to supervise volunteers within their teams
- Advocate the TPM Volunteer Policy and Training plan within the organisation and to external partners
- Ensure volunteers induction and training includes thorough introduction to TPM policies
- Provide meaningful activities for local community volunteers supporting the long-term aims of The Postal Museum
- Working with relevant teams, offer opportunities for the public to engage with the collections and activities through the support that volunteers can provide
- Strengthen community links with potential volunteering partners in Camden and Islington, as well as local groups that will support the growth of future volunteer programmes
- Represent TPM in external forums to promote and share good practice
- Working with the visitor experience team develop joint training programmes for front-of-house volunteers, promoting partnership working.

Administration, analysis and reporting

- Keep records of volunteers as appropriate
- Ensure all volunteers have an induction into the Museum
- Assess the need for any volunteer training, track budgets and ensure value for money
- Where required, provide basic reports for management, trustees and the board.

Other

- Undertake any other duties as appropriate and as delegated by the Head of HR.
- Support the HR team with other HR work, projects etc. if necessary.

PERSON SPECIFICATION

EXPERIENCE

Essential criteria

- Experience of working within a volunteer development programme, ideally across an organisation ideally of similar size and complexity.
- Proven experience of managing volunteers successfully
- Experience of working collaboratively within project teams and partnership work

Desirable criteria

- Experience of working in a museum, archive or heritage organisation
- Experience of working with young people aged 16-25 – including those who are Not in Education, Employment or Training (NEET)
- Direct experience of volunteering.

SKILLS/KNOWLEDGE

Essential criteria

- An appreciation and understanding of the role of a volunteer and the difference between a volunteer and paid staff member.
- Excellent written and verbal communication skills and presentation skills
- Excellent organisational and administrative skills
- Excellent interpersonal, team working and customer service skills
- Excellent negotiation and influencing skills; the ability to work collaboratively
- Strong IT skills, including Microsoft Office (Word, Excel, PowerPoint and Outlook).
- Flexible, positive attitude and ability to work on own initiative
- Proven ability to work under pressure, prioritising to meet deadlines; including dealing with rotas
- Willingness to support the Head of HR and the HR team with other duties if necessary.

PERSON

- Flexible, positive attitude and ability to work on own initiative, adaptive to change and determination to succeed
- Proactive and hands-on approach, ability to be creative, generate new ideas and pursue opportunities, overcoming obstacles where necessary
- A passion for exceeding customer expectations and a willingness to go the extra mile

The postholder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

WORKING HOURS

The working hours shall be 21 per week, exclusive of meal breaks. These are usually flexible across the week and will be agreed in advance with the line manager, in line with The Postal Museum's policies. Some out of hours working may be required to support events and this will be notified in advance. Time off in lieu will be awarded in line with The Postal Museum's policy. Variations of the hours can be made at the discretion of the line manager.

Closing Date: 20 March 2019

Interview Date: Week commencing 25 March 2019

This position will require a basic DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and venerable adults in its charge, members of the public, the safety of the museum's staff and Collection.