

## Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details			
Job title	Volunteer Coordinator	JEID	M0435
Salary Grade	Scale F		
Team	Heritage and Culture		
Division/Service			
Directorate	Resources		
Primary Location	St Johns Museum		
Car User	Casual		
Responsible to	Senior Learning and Community Engagement Officer		
Responsible for:			

#### Role purpose

To champion, develop and support an active team of volunteers within Heritage and Culture Warwickshire.

#### Role responsibilities

- Researching and writing volunteer policies and procedures, ensuring they complement rather than conflict with WCC practice, in order to develop and sustain best practice across Heritage and Culture.
- Liaising with service teams within Heritage and Culture to understand how they work, develop partnerships and assess their volunteering needs.
- Work with staff to support volunteering opportunities based on the needs of Heritage and Culture and develop role descriptions where appropriate.
- Identifying barriers which prevent more effective volunteering, and working with colleagues to identify appropriate solutions.
- Adopting and promoting a creative and innovative approach to developing volunteer placements.
- Ensuring there is appropriate support and training for volunteers.
- Promoting volunteering and volunteering best practice (internally and externally) through recruitment and publicity strategies and campaigns.
- Recruiting volunteers in partnership with Heritage and Culture staff and ensuring they are appropriately matched and trained for a position.
- Celebrating volunteering by nominating volunteers for awards and organising celebration events.

- Offering advice and information to volunteers and external organisations through face-to-face, email and telephone contact.
- Organising profile raising events to attract new volunteers.
- Attending communities and meeting about volunteers.
- Managing budgets and resources, including the reimbursement of expenses if appropriate.
- Keeping up to date with legislation and policy related to volunteering and making any necessary modification to accommodate changes.
- Working with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering.
- Support the Special Projects team in generating income, including writing funding bids and fundraising in order to make volunteering placements within project innovating and sustainable.
- Develop monitoring and evaluation processes to assess the success of qualitative and quantitative information to partners, funders and for internal evaluation purposes.
- Maintaining databases and undertaking administrative duties.
- Raising staff awareness of the role and function of volunteers.

## Section B: Person specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through: the application form (A), a test/exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential criteria	Assessed by
Qualification – 4 GCSE passes (or equivalent) including English and Maths.	D
Experience of volunteering and knowledge of heritage and culture	A, I, T
Meeting targets and fulfilling agreements, even when adverse circumstances prevail	A, I
Familiar with methods for planning, organising and monitoring ongoing activities	A, I
Aware of methods and techniques for the assessment and management of risk	A, I
Being pro-active and taking action anticipating opportunities	A, I

Establishing relationships and maintaining contact with people from a wide variety of backgrounds, whilst working as a team member	A, I
Works under broad direction. Establishes own milestones, work is often self-initiated	A, I
<b>Desirable criteria</b>	<b>Assessed by</b>
Experience of working within Public Sector	A, I
An understanding of the operation of heritage and culture and key relevant legislation	A, I T
Supervision of volunteers	A, I
Ability to evaluate services (including IT skills)	A, I T
Report writing skills ability to present analysis and conclusions	A, I, T
Taking advantage of opportunities and overcoming problems	A, I, P