

Job Description

For Non-Streamlined Positions

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 and generic 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
<ul style="list-style-type: none">• 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
Desirable criteria	Assessed by
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

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis

☐ Driving HGV or LGV for work

<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	