

**VOLUNTEER COORDINATOR**

**£20,000 per annum**

**37.5 hours per week**

**Reporting to:** The Visitor Experience Manager

**Key relationships:** Curator & Head of Learning, Curatorial & Learning Team.

Reporting to the Visitor Experience Manager and based at Town End, Grasmere, you will be responsible for the day to day running of the new blended volunteer programme. This will include coordinating the recruitment, induction, training and work of volunteers.

You will act as the main point of contact for both volunteers and staff at the Trust and partner organisations we are working with to develop all areas of this new programme to meet the requirements of the 'Reimagining Wordsworth' project activity plan.

You will be working with the Engagement Officer to develop the strategy and procedures for this innovative volunteer programme, which has three distinct areas of volunteering: onsite, within communities across Cumbria, and online.

This a two year contract (possible extension dependant on securing further funding).  
The working hours will be 37.5 hours (but will involve weekend / evening hours).

## **1. Overview**

The Wordsworth Trust is based at Dove Cottage in Grasmere, where William Wordsworth lived during his 'Golden Decade' (1799–1808) and wrote most of what is now regarded as his most important work. We have been described as 'the finest literary museum in the world'.

Dove Cottage and the adjacent Wordsworth Museum are visited by tens of thousands of people each year. As well as operating a busy visitor attraction, the Wordsworth Trust maintains most of the conservation area of Town End, looks after a unique collection of manuscripts, books and fine art, and runs thriving education, exhibitions, events and community outreach programmes. We are also a centre for international research and scholarship.

The Wordsworth Trust is funded by Arts Council England as a National Portfolio Organisation and by South Lakeland District Council as a Strategic Cultural Partner. We are part of the Cumbria Museum Consortium, together with the Tullie House Museum & Art Gallery Trust (Carlisle) and Lakeland Arts (Kendal and Bowness-on-Windermere).

## **2. 'Reimagining Wordsworth'**

In March 2018, the Heritage Lottery Fund awarded the Wordsworth Trust a delivery grant of £4.1 million which, combined with funding from other individuals and institutions, puts us on course to make profound and exciting changes to our site and activities in time to celebrate the 250th anniversary of Wordsworth's birth in 2020. The project will revitalise our site and will include conserving Dove Cottage and reinterpreting its interiors, expanding the Wordsworth Museum and creating a new learning centre, café and retail experience.

'Reimagining Wordsworth' aims to encourage more people, from a more diverse range of backgrounds, to participate in and be inspired by our literary and cultural heritage. Our objectives from the project are to realise the full potential of the Trust's heritage to provide lasting, life-changing experiences, to reach a larger and more diverse range of audiences and to create a more financially and environmentally sustainable organisation.

## **3. Volunteer Coordinator principal duties**

- Coordinate recruitment, induction, supervision and training of all volunteers.
- Provide a single point of contact for volunteers, potential volunteers and staff working with volunteers.
- Maintain volunteer record files, key documents and produce regular reports.
- Assist in the regular review and revision of the volunteer policies and procedures, including volunteer agreement and monitoring templates.
- Develop a sustainable system of managing volunteers which offers the maximum opportunity for people to gain from the experience of volunteering and for the Trust to benefit from the range of skills and experience which volunteers can bring to the Trust.
- Set up and run a volunteer online system e.g Volunteer Makers and manage volunteer expenses budget.
- Develop training and volunteering opportunities for a wide range of people, including community based, onsite and web/digital based volunteering opportunities.
- Contribute to building sustained relationships with individuals and communities and to assist in identifying volunteering opportunities for a wide range of ages and abilities.
- Ensure that volunteers are trained and available to assist with all elements of the 'Reimagining Wordsworth' project.
- Show awareness of the range of skills and experiences which volunteers can bring to the museum and provide training to raise staff awareness of the benefits of working with and developing cultural volunteers on and off site.

- Support and assist in the delivery of the active evaluation process in collaboration with the volunteers.
- Undertake appropriate professional development activities and training.
- Attend and contribute to meetings as required.
- Support the work of the Engagement Officer as required.

#### Other

- Undertake other duties as may be reasonably requested.
- Exercise discretion and respect the need for confidentiality at all times.
- Be able to travel throughout Cumbria.

#### **4. Selection Process**

Written applications will be assessed against the following key criteria:

- Track record and experience of similar projects engaging with volunteers.
- Experience of recruiting and managing volunteers.
- Ability to develop volunteering opportunities for a wide range of people, including community based, onsite and web/digital based volunteering.
- The coordinator should have an ability or potential to hold meetings to understand the volunteer, establish their motivation and then develop from there. An ability to listen and respond appropriately.
- Excellent interpersonal skills. Being able to engage with volunteers while meeting strict deadlines. They will be confident, and capable of forming effective internal and external working relationships. They will also be personally organised, and able to work on their own as well as being part of a small team.

#### **5. Timetable**

The deadline for applications is noon on Monday 25 February 2019.

Shortlisted candidates will be invited to an interview on Thursday 14 March 2019. The interview panel will comprise members of the Trust's Senior Management Team.

Start Date: earliest opportunity (May 2019)

For further questions and to send your completed application please contact Marie Batty, [m.batty@wordsworth.org.uk](mailto:m.batty@wordsworth.org.uk) 015394 63523.

**Person specification**

		Assessment method
<p><b>Qualifications and Training</b></p> <ul style="list-style-type: none"> <li>• Degree in relevant subject, or be able to demonstrate the equivalent level of knowledge gained through experience</li> <li>• Post-graduate diploma in heritage or museum studies</li> </ul>	<p>Essential</p> <p>Desirable</p>	<p>Application</p>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of developing volunteer activities.</li> <li>• Experience of recruiting, managing and developing staff or volunteers.</li> <li>• Experience in networking and consulting with people both internally and externally, including volunteers and stakeholders.</li> <li>• Experience of engaging people in community based projects.</li> <li>• Experience of researching, collating and analysing information.</li> <li>• Experience of managing budgets.</li> <li>• Previous experience of working on Heritage Lottery Fund applications and project delivery.</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	
<p><b>Skills and knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge and experience of working with all Microsoft Office packages.</li> <li>• Ability to engage people of all ages and backgrounds in volunteer activities</li> <li>• Evidence of continual professional and personal development and actively develops the skills and knowledge of others</li> <li>• Excellent advocacy, presentation and communication skills with an ability of communicate effectively with a wide range of people</li> <li>• Ability to manage own workload, completing tasks to deadline, within financial targets and with minimum supervision</li> <li>• Ability to write clearly and engagingly, with attention to detail</li> <li>• Driving license</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	

<ul style="list-style-type: none"> <li>• Ability to develop and manage budgets</li> <li>• A knowledge of British Romanticism and the life and works of William Wordsworth</li> <li>• Ability to manage and develop staff and volunteers, as well as being a team member</li> <li>• Ability to work proactively with a wide range of partners</li> </ul>	<p>Desirable</p> <p>Essential</p> <p>Essential</p>	
<p><b>Attitudinal Factors</b></p> <ul style="list-style-type: none"> <li>• Communicates clearly, professionally and with confidence.</li> <li>• Can manage multiple priorities.</li> <li>• Ability to work in a team, across the organisation and individually.</li> <li>• Responds calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.</li> <li>• Has a 'can do' attitude and is proactive with problem solving.</li> <li>• Responds positively to feedback, learning from experience and mistakes.</li> <li>• Willing to undertake training deemed relevant to the post.</li> <li>• Be available to work weekends and evenings where appropriate.</li> <li>• Is able and willing to travel as required</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	

Employment will be subject to a right to work check, an identify check and a DBS check being undertaken, references being taken and verification of essential qualifications and professional memberships.



<b>Volunteer Coordinator</b>
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January 2019

**Terms and conditions**

Contract	Full-time. This a two year contract (possible extension dependant on securing further funding).
Salary	£20,000
Pension	Opportunity to join a defined contribution pension scheme with The People's Pension
Reporting to	The Visitor Experience Manager
Hours	This role is 37.5 hours per week and will entail weekend and evening working.
Holidays	20 days a year plus bank holidays
Workplace	The Wordsworth Trust's premises at Dove Cottage, Grasmere, Cumbria, LA22 9SH
Benefits	Discounts in the Wordsworth Trust's shop.

The deadline for applications is noon on Monday 25 February. Interviews will take place on Grasmere on Thursday 14 March.

We regret that we can only notify those applicants who are shortlisted for interview.