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| Job Title: | Volunteer Coordinator | Job Category: | Visitor Experience |
| Department/Group: | Operations | Position Type: | Fixed term (12 months), with intention to extend subject to funding. |
| Location: | The Thackray Museum of Medicine, Beckett Street, Leeds, LS9 7LN | Hours, benefits etc: | Full time, 37 hpw. 33 days annual leave incl of in lieu allowance for 8 statutory holidays. Other terms and conditions in line with the Thackray Medical Museum's standard Contract of Employment |
| Level/Salary Range: | £22,000 | Travel required: | Limited travel required |
| HR Contact: | Rachel Emmott | Date Posted: | 30/10/2020 |
| Will Train Applicant(s): | Yes | Posting Expires: | 13/11/2020 |
| External Posting URL: | https://thackraymuseum.co.uk/about-us/work-for-us/ | | |
| Internal Posting URL: | https://thackraymuseum.co.uk/about-us/work-for-us/ | | |
| Applications Accepted By: | | | |
| EMAIL: Email: Judith.knox@thackraymuseum.org Subject Line: Recruitment – Volunteer Coordinator | | MAIL: Judith Knox The Thackray Museum of Medicine 141 Beckett Street, Leeds, LS9 7LN | |
| Job Description | | | |
| <p>YOUR JOB IS TO HELP MAKE SURE THAT EVERY VISITOR FEELS WELCOME, RESPECTED AND CONNECTED TO A MUSEUM THAT VALUES THE PART THAT EVERYONE PLAYS IN THE STORY OF MEDICINE AND HEALTHCARE.</p> <p>WHO WE ARE</p> <p>The Thackray Museum of Medicine is a place that inspires people with the passion and purpose of medicine and healthcare, past present and future. We comprise collections, built heritage and a unique community. We're the UK's largest independent medical museum, situated in a Victorian workhouse infirmary, with a collection of over 60,000 objects, books and ephemera.</p> | | | |

These are exciting times to join the Museum as it re-opens in autumn 2020 following a major redevelopment to rejuvenate our galleries and improve our visitor experience.

From re-opening, the Museum will be open to the public 7 days a week, 10am – 5pm. We have 11 new galleries, a café, shop, community engagement hub ('The Core'), Education centre ('The Nerve Centre') and a conference & events facility.

You will be a key member of a team that understands and loves our museum and has a passion for sharing it with a diverse public

ROLE AND RESPONSIBILITIES

You will report to the Visitor Experience Manager, although you will also be expected to work closely with the rest of the Museum team as appropriate.

The post-holder is expected to recruit, develop, manage and maintain Thackray Medical Museum's team of Volunteers in line with the commitments of the Museum's Activity Plan:

- Recruit, Develop, coordinate and support all volunteers at the museum, including: university students, young people, work experience and other placements, retired and current medical professionals, people with disabilities and additional learning needs, people seeking to return to work, and community audience engagement participants
- Administer documentation regarding volunteers including recruitment and feedback, securing sensitive information in line with GDPR guidelines
- Work with TMM staff to create and develop opportunities across the organisation and support staff to supervise volunteers working within their department
- Motivate volunteers and integrate them with the paid workforce
- Be part of the Leeds network of volunteers

RECRUITMENT AND RETENTION OF VOLUNTEERS

- Promote volunteering opportunities appropriately as required, with particular attention to inclusion and diversity
- Manage the recruitment process for all new volunteers including informal interviews, inductions and training and development programmes
- Develop methods and incentives to improve volunteer retention
- Work with the Marketing and Communications team to promote volunteering opportunities

MANAGEMENT OF VOLUNTEERS

- Provide development, management, support and direction to the volunteers
- Respond to requests for information from potential volunteers and manage the volunteer email account
- Evaluate volunteer programmes and activities ensuring effectiveness
- Ensure sufficient quantity and quality of resource for current and future requirements
- Train and develop volunteers in conjunction with other museum employers
- Manage volunteer policies and procedures
- Organise volunteer rotas, including those for volunteers undertaking 'object handling' sessions
- Answer volunteering enquiries, and process reimbursement forms and other administrative duties

- Provide liaison between volunteers and the Museum, ensuring volunteers are integrated as much as possible with the wider Museum team
- Support Museum staff to supervise volunteers working within their department
- Provide social opportunities for volunteers

MOTIVATION AND INTEGRATION

- Attend relevant meetings and committees
- Lead on volunteer induction and training opportunities
- Work cross departmentally to identify training opportunities
- Raise awareness of paid staff of the importance of volunteer contributions
- Provide advice and support as necessary

EXPERIENCE AND SKILLS REQUIRED

Essential:

- A background in managing people, particularly volunteers
- An understanding of good practice in volunteer management and development
- Be able to manage rotas and plan activities
- Excellent communication skills
- Friendly and open manner and confidence speaking to a wide range of people
- An affinity for the museum's audiences and community
- Understanding of access needs of diverse audiences and how to meet them
- Ability to work independently and as part of a team

Desirable:

- Experience of volunteer management and development within a cultural setting
- Experience of managing a diverse pool of volunteers
- Worked in an independent museum, with a passion for that environment

QUALIFICATIONS AND EDUCATION REQUIREMENTS

N/A

GENERAL REQUIREMENTS

As well as the experience and skills outlined above, we expect all of our employees to uphold the values of the Museum and to be passionate about protecting the good reputation of the Thackray Museum of Medicine.

All employees must be:

- Self-motivated, enthusiastic, and energetic
- Honest, reliable, and flexible
- Organized, confident and assertive

They must have an excellent standard of personal appearance.

They will adhere to all Museum policies and procedures, and will ensure that all statutory regulation and legislation requirements are complied with.

This job description will be reviewed as part of the post holder's annual appraisal and is not intended to be a complete list of responsibilities.

You may be required to perform other duties within your capacity, commensurate with the general level of responsibility within the organisation.

The Thackray Museum of Medicine is actively committed to promoting Equality, Inclusion and Diversity. We are a Disability Confident employer and welcome applications from all sections of the community.

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| Prepared By: | Sue Mackay | Date: | 31/08/2020 |
| Approved By: | Rachel Emmott | Date: | 21/10/2020 |
| Last Updated By: | Rachel Emmott | Date/Time: | 21/10/2020 |