

Job Description

Volunteer Coordinator



Responsible to: Centre Director

Responsible for: Volunteer Team

Working with: Visitor & Commercial Services Manager, Duty Managers, Head Gardener, Café Manager, Centre Director, Programme Manager, Creative Learning Team

Hours: 17.5 hours per week (on a rota to meet the needs of a 7 day a week operation)

Salary: £22,000 (pro rata)

Key Roles

The role includes assessing and meeting the Trust's needs through recruitment, placement, training and retention of volunteers.

Working as the Volunteer Coordinator, you will manage all elements of volunteering within and on behalf of the Peter Pan Moat Brae Trust.

Volunteering opportunities will include:

- Retail and Catering services;
- Guided House and Garden Tours;
- Event Stewarding;
- Delivery of Activities;
- General Maintenance.

You will manage volunteers and their relationships with those they come into contact with, including employees and service users of the Trust. You will also arrange volunteer training, monitor, evaluate and accredit volunteers.

You will be required to be registered with the PVG Scheme through Disclosure Scotland.

Key Duties and Responsibilities

- Research and write volunteer policies and procedures, including risk assessments
- Liaise with staff within the PPMBT or with external organisations (e.g. councils, The Third Sector) to understand how they work and develop partnerships
- Generate appropriate volunteering opportunities and role descriptions based on the needs of the PPMBT
- Raise staff awareness of the role and the function of volunteers to ensure there is appropriate support and training for volunteers
- Promote volunteering through recruitment and publicity strategies and campaigns
- Interview and recruit volunteers and ensure they are appropriately matched and trained for a position
- Organise rotas and provide inductions and training
- Monitor, support, motivate and accredit volunteers and their work
- Celebrate volunteering by nominating volunteers for awards and organise celebration events

- Offer advice and information to volunteers and external organisations through face-to-face, telephone and email contact
- Organise profile-raising events to attract new volunteers
- Attend committees and meetings to manage budgets and resources, including the reimbursement of expenses
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes
- Work with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering
- Write reports for funders and trustees
- Maintain databases and undertake any other administrative duties
- To ensure that all volunteers are PVG-registered through Disclosure Scotland

Person Specification

This is a key role in the smooth running of Moat Brae as Visitor Attraction and Centre for Children's Literature & Storytelling and Neverland Discovery Garden. We are looking for someone who communicates well with both salaried colleagues and volunteers and whose enthusiasm for the project inspires others.

Attributes

- Excellent communication skills
- Strong interpersonal skills and the ability to deal with a diverse range of people
- An empathy with volunteers and an understanding of their needs
- The capacity to inspire and motivate others
- The ability to deal with information in a confidential manner and respond with sensitivity
- Good organisational skills and the ability to manage a variety of tasks
- A flexible and non-judgemental approach to people and work.

Essential

- Experience of managing or coordinating projects and volunteers (paid or unpaid)
- Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports
- Experience of working across different sectors and developing links with other agencies
- An understanding of the ethos and values of the PPMBT

Desirable

- The ability to live locally and travel independently
- Human resource management
- Social work, youth and community work