

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
PROFESSIONAL SERVICES
JODRELL BANK VISITOR CENTRE
JODRELL BANK CENTRE OF ENGAGEMENT
VOLUNTEER COORDINATOR
VACANCY REF: CIX-024188

Salary: Grade 4 £26,444 to £29,605 per annum, depending on relevant experience

Hours: Part Time (0.5 FTE)

Duration: Fixed Term For 24 Months

Location: Jodrell Bank, Cheshire

Enquiries about the vacancy, shortlisting, and interviews:

Name: Julia Riley

Email: julia.c.riley@manchester.ac.uk

Overall Purpose of the Job

Jodrell Bank Centre for Engagement is seeking a Volunteer Coordinator to assist in developing, implementing and managing a new volunteer programme as part of our NLHF 'First Light at Jodrell Bank' project. The Volunteer Coordinator will play a vital role in the co-development of this programme and will provide assistance in building new teams of volunteers to support the Centre's work across a range of areas including greeting, hosting and gardens activities.

They will ensure that our organisation is always staffed with the best and most reliable individuals, and that they are correctly utilised for the fulfilment of our mission.

The successful candidate will have experience in recruiting, supervising and training volunteers.

The role is on a part time (0.5 FTE) basis and will involve some evening and weekend work.

Key Responsibilities, Accountabilities or Duties

Develop

- Identify volunteer opportunities and responsibilities in collaboration with colleagues

- Ensure the purpose of Jodrell Bank Centre for Engagement and its actions underpin the basis of the programme, and are clearly communicated throughout
- Assist in producing clearly defined volunteer role descriptions to meet business requirements.

Implement

- Devise volunteer plan in collaboration with visitor services and public programming colleagues incorporating shifts, schedules, and tasks
- Establish appropriate terms and conditions of appointment in accordance with industry standards and produce corresponding volunteer agreements in order to successfully manage the expectations of mutual parties and continuation of participation with input from the Head of Business Operations
- Liaise with colleagues to produce copy and collate assets required to effectively communicate and promote the scheme
- Help to establish links with partnership organisations and local community groups in order to open volunteer opportunities to a diverse range of people.
- Ensure the volunteering programme is attractive and accessible to a wide range of audiences
- Make sure dedicated spaces for volunteer rest and refreshment are provided and serviced

Recruit

- Recruit volunteers through various techniques (databases, e-mail, social media etc.)
- Interview potential volunteers and ensure all necessary administration relating to recruitment is complete.

Coordinate

- Disseminate information for upcoming actions and events requiring volunteer resources in advance to the volunteer pool
- In conjunction with the Visitor Services team, be responsible for scheduling volunteers for support of activities as required and ensuring contracted shift commitments are met
- Produce schedules for everyday activities, assigning responsibilities to the right people for special events and coordinating teams of volunteers for large-scale events
- Maintain regular channels of communication with volunteers, to ensure they are well informed and appropriately instructed as well as satisfied and well-placed
- Act as the main point of contact for volunteers and provide on-going support
- training and supervision of volunteers
- Assess volunteer training needs, arranging for appropriate training when needed
- Collect information on availabilities and skills

Administrate

- Support the evaluation of the project, review and reflect on the volunteer programme and implement appropriate changes in collaboration with the Head of Business Operations.
- Keep detailed records of volunteers' information and assignments

- Administer volunteer travel expenses
- Review and update volunteer agreements as appropriate
- Ensure volunteers are an integrated and valued part of the team
- Conduct exit interviews with volunteers

Other responsibilities

- Act at all times in accordance with the University's policies and procedures related to Equal Opportunities, Health & Safety, and all other policies and procedures which apply to this post
- Undertake appropriate training and development activities

PERSON SPECIFICATION

Essential knowledge, skills and experience:

- Experience of working with volunteers or community groups and/or as a volunteer
- Experience of working in a heritage site, science centre or museum
- Experience of working with a diverse range of people from local communities
- Experience in recruiting through various channels
- Working knowledge of databases and MS Office (especially Excel)
- Excellent organisational skills, able to prioritise a variety of work activities in a busy environment, meet strict deadlines and coordinate teams
- A friendly and encouraging manner
- Interest in or curiosity about the visitor attraction sector, heritage, science and culture
- A pleasant, outgoing personality
- A strong understanding of people's reasons for volunteering
- Able to communicate effectively with diverse people, with an understanding of the views of others and communicates in a realistic and practical manner, listens attentively to views and issues of others and responds to issues arising.
- Ability to co-ordinate and work as part of a team demonstrating an ability to be flexible and provide support for colleagues
- Possess excellent administrative skills, with an ability to develop and maintain effective systems in a rapidly changing environment
- An awareness of the sensitivities involved in balancing volunteering activities with conservation of heritage and the working operation of an active science research facility

Desirable knowledge, skills and experience:

- Experience of working in partnership with a range of community organisations
- Coaching and training experience
- A strong understanding of the voluntary sector

- A strong understanding of how to develop volunteering programmes for community-focussed audience development
- BSc/BA in business administration or human resources or relevant field will be appreciated

Other

The Jodrell Bank Discovery Centre operates 7 days a week and has very few closure days per year. In addition, it has an active programme of weekend and evening events, including a number of major multi-day festivals. The post-holder will therefore be required to work some evenings and weekends as necessary and to 'pitch in' with team endeavours.

Jodrell Bank does not currently have a public transport link. The post-holder will therefore need access to personal transport.

Jodrell Bank is a 'radio silent' zone in order to support the work of the radio-astronomers on site. All staff and visitors are therefore required to switch off mobile phones on site.

Context

The University of Manchester's Jodrell Bank campus is synonymous with astronomy, heritage and culture.

It is home to the iconic Lovell Telescope and a large part of it is designated a UNESCO World Heritage Site.

It encompasses the work of:

- The Jodrell Bank Centre for Engagement This is one of the University of Manchester's Cultural Institutions. It welcomes around 150,000 visitors each year, including around 22,000 schools visitors, who participate in its highly-regarded education sessions.
- The Centre runs an innovative programme of events and public engagement initiatives, all of which explore the boundaries between science and culture. It operates as a social enterprise and covers its operating and programme costs via income-generating activities. The Centre has recently opened the award-winning First Light Pavilion, which includes a new, state-of-the-art, permanent exhibition and immersive film dome.
- Jodrell Bank Observatory is part of the University's Department of Physics and Astronomy and sits at the heart of the site. The Observatory operates and maintains the Lovell Telescope and a number of other telescopes across the UK that together make up the UK's National Radio – Astronomy Observatory (eMERLIN).
- The Square Kilometre Array Observatory is an International Governmental Organisation, governed by international treaty. Its permanent HQ is at Jodrell Bank, situated close to the Observatory buildings.