

VOLUNTEERS MANAGER

Key Role:

Responsible for recruiting, managing, and training volunteers, and allocating volunteers to specific events and activities while ensuring that Events are delivered in a timely, safe and efficient manner.

To facilitate more volunteer engagement/usage of Sydenham Arts' new home the Sydenham Centre and Community Hub.

Reporting to: Managing Director

Based at: Sydenham Arts (Office 2) 44a Sydenham Road London SE26 5QX
With flexibility for home working

Salary: £11.40 per hour, part-time short term contract

Hours: 15 hours per week (Days and times arranged by negotiation)
The post holder is expected to carry out his/her duties as requested. However, the nature of work in this field will sometimes necessitate unsociable hours. This post holder will be expected to work flexible hours when required

Time Scale: 7 weeks. The Volunteers Manager is required to be on site for key dates during the Festival schedule 27 June - 8 July 2017.

Start: 21 May 2018

Offer: An offer of a contract will be subject to appropriate references

JOB DESCRIPTION

Like all those who work or volunteer for Sydenham Arts, the Volunteers Manager will be expected to take a role in:

- raising and maintaining the profile and status of the organisation within the local community, the professional arts community, amongst current and potential users, and public, charitable and business funders;
- ensuring that the Company's obligations under Health and Safety legislation are fulfilled;
- actively implementing all the Company's policies.

Main Responsibilities:

- Manage the existing Sydenham Arts volunteer team and volunteer database.
- Recruit new volunteers.
- Lead volunteer meetings and training sessions (support given by Sydenham Arts team).
- Work closely with Sydenham Arts organising team to allocate volunteers to events.
- Communicate with volunteers directly to agree their roles/responsibilities.
- Overseeing volunteers at Sydenham Arts events
- To review and update Sydenham Arts volunteer policy and procedure documents.
- To explore networking with similar organisations to share knowledge, best practice and volunteer opportunities.
- Work with volunteers and colleagues to ensure that Events are delivered in a timely, safe and cost-effective manner.
- Organise a volunteer celebration event at the end of the Festival and welcome meeting in the lead up to the Festival.
- To comply with Sydenham Arts' quality systems and provide a high standard of customer care.
- To promote and comply with Sydenham Art's Equal Opportunities policies and procedures.
- To take on any other duty as required by the Managing Director including representing the Board or Managing Director at external meetings on behalf of Sydenham Arts.
- Manage data monitoring, collection and evaluation.

Event Management duties:

Support the Managing Director as follows:

- Multi event scheduling, planning and delivery
- Co-ordinate with venues, partners, artists, suppliers, facilitators etc.
- General event production support, box office and equipment.
- Assist in marketing

During the Festival

To be the main Point of Contact for all volunteers. To be available to respond to calls, emails and other requests relating to all events

Post Festival

- Follow up with all volunteers on their experience via survey or evaluation.
- Ensure handover docs, evaluations and databases are produced for SA team.

Measures of Performance

Performance will be formally reviewed and monitored via regular supervision sessions.

- Performance to targets
- Effective record keeping

- Feedback from key stakeholders

PERSON SPECIFICATION

This role demands a high-level of creativity, initiative and flexibility together with diplomacy, accuracy and application.

Essential	Desirable
Knowledge	
<ul style="list-style-type: none"> ● Knowledge of legal requirements, changes in the law and good practice relating to volunteering. 	<ul style="list-style-type: none"> ● Understanding of Sydenham Arts' previous volunteer efforts
Skills and Experience	
<ul style="list-style-type: none"> ● Minimum of 2 years experience of volunteer coordination 	<ul style="list-style-type: none"> ● Experience of delivering creative and imaginative approaches to working with volunteers ● Experience of working with BAME communities ● Experience of developing events, exhibitions or workshops ● Experience of providing high levels of customer care
Personal Skills	
<ul style="list-style-type: none"> ● Excellent communication skills – written, oral and presentation ● Ability to work under pressure, completing multiple tasks whilst working to a deadline ● Ability to motivate self and ensure good time-management and prioritisation skills ● Ability to work effectively as part of a team ● Confidence to present a positive image of self and Sydenham Arts ● They will be able to demonstrate a commitment to social inclusivity and the love of the arts and popular culture in the broadest sense. 	<ul style="list-style-type: none"> ● Enthusiasm and commitment to the role of community arts ● Ability to motivate others ● Outgoing and sociable. ● Flexible and adaptable approach ● Recognises shortfalls in own development and willing to address this
Health and Safety	
<ul style="list-style-type: none"> ● Understanding of the importance of complying with H & S procedures 	<ul style="list-style-type: none"> ● Previous responsibility for ensuring compliance with or advising on H & S procedure ● First Aider

Quality	
<ul style="list-style-type: none"> ● Be committed to maintaining quality systems and procedures ● Understand monitoring and evaluation techniques ● Commitment to equal opportunities 	<ul style="list-style-type: none"> ● An awareness of relevant quality standards ● An awareness of Investors in People

Work circumstances

Ability to work unsocial hours, including some early morning starts and late evening finishes.

Access to their own computer and thorough working knowledge of a range of software packages including Google Drive, Word, Excel and use of Databases, WordPress or similar.

Strong marketing, knowledge of social media, Twitter, Facebook.