

## VOLUNTEERS & EVENTS 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's 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 & Events Manager is required to be on site for key dates during the Festival schedule 6-16 July 2017.

**Start:** 12 June 2017

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

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

**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, Instagram.