

Volunteer Coordinator

Main Duties and Responsibilities:

We are recruiting a Volunteer Coordinator to coordinate the recruitment and management of volunteers. They will facilitate the development of the volunteer programme at the National Football Museum through developing and delivering the Volunteer Strategy and liaising with colleagues to ensure a positive and tailored experience for all volunteers at both the main museum site in Manchester and the Museum Resource Centre in Preston.

Role family:	Content
Line Manager:	Programme Manager
Rank and Salary:	D
Contract:	FTE, Fixed Term until March 2026 (linked to NPO funding)

Management / Supervision:

- Volunteers

Overall purpose of the post:

- To coordinate the museum's volunteer programme
- To develop and champion the volunteer programme in line with the museum's strategic priorities
- To support *Football Creates* outcomes through the delivery of volunteer opportunities and engagement

Key Responsibilities:

Volunteer Management:

- To coordinate the volunteer programme at the museum, acting as a first point of contact for colleagues and prospective volunteers
- To lead on the induction of volunteers, developing a standardised process to ensure that all volunteers receive the same standard of care and that all relevant checks are carried out
- To support colleagues in the day-to-day management of volunteers, ensuring that colleagues follow volunteer management processes
- To support the wellbeing of volunteers through annual reviews, celebration initiatives and development opportunities
- To administrate the volunteer programme, ensuring secure storage of volunteer data, and other administrative tasks as required

Programme Development:

- To develop the 'Football Creates' Volunteering Strategy for the museum with input from colleagues and existing volunteers, to support access and inclusion for under-represented groups and equity across the programme
- To support and develop opportunities for volunteers to actively engage with *Football Creates* and to deliver it through the volunteering programme
- To lead on the recruitment of volunteers through developing relationships and partnerships, attending relevant events and marketing the programme through other suitable channels

Staff Development and Support:

- To support colleagues to develop and maintain other relevant policies and procedures relating to the volunteer programme, ensuring best practice and the implementation of any required legal standards
- To support colleagues to develop volunteer roles within their departments, and to champion the programme across the museum
- To support colleagues to manage volunteers effectively through the development and delivery of staff training and the creation of relevant processes to support them

Other:

- To monitor the success of the volunteer programme through data collection, evaluation, feedback and reports, and to use this to improve the programme and support future developments
- To manage the volunteer database, conforming to data protection legislation
- Manage work placements and internship schedules
- To be responsible for the submission of volunteer stories and volunteer news to the NFM internal newsletter and digital channels
- To manage volunteering budgets as agreed with the Communities and Public Programmes Manager
- Any other duties consistent with the level of the post

KPIs:

- Numbers of volunteers active in the museum
- Volunteer satisfaction and feedback
- Delivery of Volunteer Strategy
- NPO Activity Plan

Health and Safety Responsibility:

- Employee
- Volunteers and placements

Essential knowledge, skills and experience:

- Experience of managing volunteers including induction, ongoing people management, and review and exit procedures
- Experience of identifying volunteering opportunities and working with colleagues to develop and recruit them



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- Knowledge of relevant policies and legislation, including those relating to safeguarding, equality, disability and data protection, and an understanding of how they relate to volunteer programmes
- An understanding of Health and Safety requirements and how these relate to volunteer programmes
- Experience of working with databases and spreadsheets (or similar) to manage volunteer data, rotas and other administrative information

Desirable knowledge, skills and experience:

- Experience of developing initiatives to increase participation of underrepresented and minoritised groups in volunteer programmes or other activities
- Experience of developing partnerships to support and deliver volunteer opportunities
- Experience of working with people with additional needs, and supporting them to access volunteering opportunities or other forms of engagement

Essential qualities and abilities:

- Excellent time management skills and ability to juggle a varied workload
- Self-motivated and able to work both alone and as part of a team
- Good 'customer service' skills, and ability to engage with a variety of clients on a day-to-day basis to encourage engagement and build relationships
- Good verbal and written communication skills, and experience of communicating with a range of audiences
- Ability to work towards targets and to evidence progress for KPIs and reporting
- Ability to manage discrete budgets
- Ability to work evenings or weekends, depending on programme need (e.g. to support community events or sessions)
- Willing to undertake an enhanced DBS check



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