

Job Description

Volunteer Coordinator

Job Title:	Volunteer Coordinator (Maternity Leave)
Location:	The Abbotsford Trust, Melrose
Reporting to:	Heritage Engagement Manager
Hours:	Full time (35 hours), fixed term for up to 6 months in the first instance
Salary:	Grade 4, Point 7, £17,765

Context

Abbotsford was designed and built by Sir Walter Scott as both his home and the location for his extensive collection of books and historical memorabilia, and was first opened to the public in 1833, five months after his death. After the death of his last descendent in residence, Dame Jean Maxwell-Scott, in 2004, The Abbotsford Trust was created to preserve, protect and promote not only the house, but also the life and works of Sir Walter. Abbotsford is considered to be one of the most important heritage sites in Scotland and it trades as a 5 star visitor attraction.

The work of the Heritage Engagement team is central to the delivery of the charity's mission and vision. We are responsible for developing and managing innovative learning and community engagement programmes to engage audiences with Abbotsford and the heritage of Sir Walter Scott for social, educational and creative outcomes. Volunteering at Abbotsford is a key part of this work and our programme has successfully grown from strength to strength in recent years.

In 2019, the Abbotsford Trust committed itself to achieving an ambitious 10 year plan to take the Trust forward. Our Vision is that by 2029:

- Abbotsford will be recognised as one of the world's most extraordinary literary homes
- We will open the storybook that is Scott and Abbotsford, unlocking creativity, imagination and enjoyment for more people
- We will be recognised for the professional care of our collections
- We will have fully restored Scott's estate, and working with partners we will reach new audiences and communities
- The Abbotsford Trust will be a sustainable organisation able to look to the future with confidence

The Volunteer Coordinator is responsible for administrating and supporting the core operational Volunteer Programme with specific responsibility for the recruitment, training and support of volunteers across the organisation, from the historic house and visitor centre to the garden and estates. The Volunteer Coordinator is also responsible for developing new initiatives to engage under-represented audiences (e.g.

young people). Working with the Heritage Engagement Manager, the Volunteer Coordinator ensures that the Trust's approach to volunteering reflects best practice and aims to provide all our volunteers with a positive and fulfilling experience.

Job Purpose

- To lead on the implementation of a new volunteer management system for Abbotsford
- To lead on staff and volunteer training in the use of the new system and providing on-going support
- To lead on the recruitment and placement of volunteers across the charity, working collaboratively with colleagues to ensure identification of opportunities and placement of the right people, and maintaining all related administrative systems
- To work closely with volunteer managers and external organisations to develop volunteering opportunities that are of value to both Abbotsford and the wider communities around Abbotsford and reflects our commitment to broadening diversity
- To work closely with volunteer managers to develop and provide a range of information, training, support, learning, benefits and engagement opportunities for the Abbotsford volunteers
- To ensure volunteers are appropriately involved in the organisation and their contribution is acknowledged and celebrated
- To evaluate the volunteer programme and compile essential data for on-going improvement, reporting and funding

Scope and Accountability

The Volunteer Coordinator reports to the Heritage and Engagement Manager and is responsible for the day to day planning of volunteer recruitment, placement and ongoing support. S/he is in charge of compiling the monthly volunteer rotas but day to day management and training of volunteers lies within the individual departments and their volunteer managers.

The post holder will work within the aims, policy and priorities set by the Heritage Engagement Manager. The post holder will liaise closely with colleagues across the charity in identifying and recruiting to volunteering opportunities.

The Volunteer Coordinator is responsible for the following resources:

- All administration and information systems, publicity and communication documents (paper and electronic) relating to volunteers
- Monitoring spend and ensuring it remains within budget for volunteer recruitment, reimbursement and engagement activities

Key Responsibilities

Administration and Information

- Utilising a drafted plan, deliver the implementation stage of a new volunteer management system (Assemble) for Abbotsford with support from the contractor and the Heritage Engagement Manager.
- Work closely with the Heritage Engagement Manager to migrate data and adapt our management of the volunteer programme.
- Responsible for the confidential administration of any disclosure and safeguarding checks relating to volunteers, under the guidance of the Heritage Engagement Manager.

- Administrate the monthly volunteer rota, ensuring gaps and short-notice adjustments are made quickly and effectively.
- Support volunteer managers with the coordination and administration of volunteer involvement in special projects (e.g. transcribing and archiving projects).
- Keep accurate and up to date records of all applicants, accepted volunteers and leavers (using a database), including personal details whilst ensuring compliance with the Trust's Data Protection policy.
- As part of the induction process, ensure all volunteers are provided with a range of information including the Volunteer Policy and sign a Volunteer Agreement.
- Ensure risk assessments are updated for all volunteer roles and schedule annual reviews with volunteer managers. Ensure updated risk assessments are disseminated to volunteers. Collate and file risk assessments and related Health & Safety documentation.
- Sign off monthly volunteer expense claims, checking against sign-in sheets and ensuring claims are in line with the Trust's expenses policy.
- Monitor expenditure on volunteer recruitment, deployment, and engagement activities, ensuring that it remains within the agreed budget and that any issues are highlighted to the Heritage Engagement Manager and/or Finance & Administration Manager.
- Provide information to inform budget-setting and financial management under guidance of the Heritage Engagement Manager.
- Contribute to the development of volunteer policies and procedures under guidance of the Heritage Engagement Manager.
- Research and maintain up to date knowledge of best practice, legislative and regulatory requirements relating to volunteering and feed this back into the organisation, including identifying ideas for change or improvement.
- Organise social and acknowledgement activities for volunteer team.
- Provide administrative support to the wider Heritage & Engagement team as required.

Recruitment and Support of Volunteers

- Lead on the recruitment and placement of suitable volunteers from all sections of the local community, including: refreshing role descriptions when required with volunteer managers; supporting volunteer managers with the design of new roles/volunteering projects; supporting volunteer managers with drafting and annual review of risk assessments relating to volunteer roles; responding to initial enquiries in a timely manner; ensuring provision of role descriptions and application forms; scheduling and running interviews in consultation with appropriate volunteer manager; following up on references.
- Work with volunteer managers and external stakeholders to identify ways to increase participation in our core volunteering programme from a wider section of the local community (e.g. adults of working age, adults from disadvantaged communities and long-term unemployed) and those with specific support needs (e.g. adults living with disabilities, complex needs and mental health issues).
- Explore opportunities and develop initiatives to engage young people with volunteering at Abbotsford.

- Ensure all new volunteers are provided with an effective induction to the charity as a whole, and that their volunteer manager is providing them with initial team and role specific induction and training.
- Ensure all volunteers are provided with relevant Health & Safety training and annual refresher training as required by their volunteer manager, providing support as required.
- Organise recruitment campaigns and identify methods of volunteer recruitment. Working with the Marketing & Communications team, draft advertising copy, develop press releases and recruitment materials.
- Working with the Marketing & Communications team, raise the profile of Abbotsford's volunteering programme through digital media platforms, traditional media and local partner organisations (e.g. local publications and networks such as Volunteer Centre Borders) and Abbotsford publications (e.g. Friends newsletter).
- Provide information, support and guidance to volunteer managers and staff on best practice and the Trust's policies in relation to the deployment, supervision and support of volunteers.

Communications and Working Relationships

- Act as an advocate for volunteering within the Trust, ensuring all volunteers, staff and trustees understand the philosophy of volunteering which underpins the volunteer programme.
- Act as a source of advice and guidance about volunteering for all staff and specifically staff who line manage volunteers.
- Organise and deliver pre-season training for each team in collaboration with volunteer managers.
- Act as first point of contact for support and guidance to volunteers, ensuring they are talking to their volunteer manager where appropriate, or resolving problems personally as appropriate or referring them on to the relevant manager.
- Act as a point of contact for all staff in respect of volunteering, referring any issues to the Heritage Engagement Manager as appropriate.
- Organise and chair Volunteer Meetings on a regular basis (e.g. every quarter) with volunteer team, including drawing up an agenda, providing updates on business performance, inviting senior staff to give updates as required (e.g. Chief Executive, Collections & Interpretation Manager, Head Gardener etc.) and collating volunteer feedback and raising issues with relevant staff.
- Act as the main internal conduit for essential information relevant to the volunteer team including email/postal updates and requests for additional support. Ensure the trust's communication with volunteers is efficient and streamlined.
- Conduct an annual volunteer survey, collate data and disseminate results appropriately.
- Provide an excellent, friendly and professional service to volunteers and potential volunteers and handle any complaints in line with the Volunteer Policy.
- Develop and maintain collaborative and constructive working relationships with Abbotsford staff, volunteers, Trustees and the representatives from the Faculty of Advocates based at Abbotsford.

- Develop and maintain constructive working relationships with external contractors, organisations and groups, including colleges for work placement opportunities, local agencies such as the Volunteer Centre Borders and other local referral agencies.
- Act as an ambassador for the Abbotsford Trust at all times.

Person Specification

Knowledge and Experience

- Knowledge of and ideally vocational, professional or academic qualification at SCQF Level 7 or equivalent in a relevant field (e.g. volunteer management, administration, customer service, youth work)
- Knowledge of the role and contribution of volunteers within the charitable sector and demonstrable understanding of volunteer motivation and engagement is essential
- Ideally some previous experience of volunteer recruitment and management
- Good understanding of the principles of good customer service (including internal customers)
- Administration knowledge and experience
- Highly computer literate and confident user of IT including Microsoft Office applications (Word, Excel, PowerPoint) and databases
- Numeracy to level required for monitoring expenditure
- Literacy to level required for drafting communications, advertising copy, information sheets

Skills and Abilities

- Ability to coordinate and deliver training in the use of IT systems
- Strong practical skills and the ability to creatively solve problems as they arise
- Good interpersonal skills and the ability to network and build effective working relationships with a wide range of people (potential and actual volunteers, community groups, other organisations)
- Good planning and organising skills and the ability to prioritise own varied workload whilst subject to unscheduled interruptions
- Confidence and skills to undertake formal communications
- Good team working approach and ability to work supportively and collaboratively with a wide range of colleagues
- Ability to work flexibly and to quickly adapt to changing work situations

Personal Qualities and Requirements

- Strong interest in and commitment to The Abbotsford Trust's mission, vision and values
- Commitment to valuing equality and diversity and an understanding of how it might apply to own role
- A flexible approach to working hours in line with the demands of the job (including some evenings, weekends and bank holidays)
- Any other reasonable duties as requested by line manager and commensurate with the post
- Appointment to the post will require membership of the Protection of Vulnerable Groups (PVG) Scheme