

VOLUNTEER OFFICER

JOB TITLE:	Volunteer Officer
REPORTS TO:	Executive Director
RESPONSIBLE FOR:	Volunteers
SALARY:	£26,000 per year. After a qualifying period of three months, pension and BUPA Cash plan scheme
HOURS:	40 hours per week
CONTRACT:	3 Year Contract
ANNUAL LEAVE:	25 days per annum plus Bank Holidays

Overall purpose of post

To be responsible for all Abbey volunteers and ensure they are recruited, inducted, and trained as necessary. To be responsible for the completion of the National Lottery Heritage Funded Footprint Project Volunteering Programme and to review the Abbey's present volunteering position in light of that programme's success. Through that programme over 100 new volunteers have been recruited into visitor-facing and heritage roles. The Abbey now seeks a candidate to manage the completion of the National Lottery Heritage Funded volunteer programme, take responsibility for all Abbey volunteers, and to write a five year strategy to widen recruitment, diversity, and participation in volunteering opportunities at the Abbey.

Background

Bath Abbey is a vibrant and internationally significant parish church currently serving nearly 500,000 people annually. The Abbey is currently in the delivery phase of its Footprint Project (www.bathabbey.org/footprint). Footprint is funded by the National Lottery Heritage Fund and is a transformative programme of capital works, interpretation, collections care and sustainable energy, provoked by the urgent need to repair and renew its collapsing historic floor. The project will accomplish this by:

- Reducing Impact - stabilising the floor foundation, renewing its surface, and using the unique hot springs as a source of energy
- Enlarging Capacity - fulfilling the Abbey as a place of congregation, equal access and hospitality
- Retelling an Ancient Story - recording and interpreting the long history of the Abbey site and this iconic church for millions of visitors
- Becoming a People and Place Fully Alive - supporting everyone in recognising what is valuable - individually, communally, and globally

Volunteers are essential to the running of Bath Abbey. The Abbey currently has 350 volunteers who give their time to fulfil a wide variety of roles, from supporting worship and welcoming and engaging with visitors to supporting educational activities, researching and taking part in activities focused on the Abbey's heritage. Approximately 90 volunteers fulfil visitor-services roles. The HLF-funded Volunteer Programme targeted the recruitment of 137 new volunteers, of which approximately 85 have been recruited.

Part of the Abbey's mission is to offer all visitors the opportunity to experience the Abbey as a *People and Place Fully Alive*. The Volunteer Officer has an opportunity to play their part, along with every other aspect of what our visitors' experience, in assisting that process.

JOB DESCRIPTION

The Volunteer Officer will work closely with the Head of Interpretation and Learning, the Visitor Services Manager, Clergy, and other volunteer supervisors, to review the Abbey's current volunteer programmes, to develop and deliver the remainder of the Footprint volunteer programme, and to write and implement a 5 year volunteering strategy document which will integrate all volunteering across the Abbey and widen access to volunteering.

The scope of the job is to:

Strategy

- Review and update the existing processes for administrating the Abbey's volunteering programmes
- Build strong relationships and partnerships with volunteer agencies and other volunteering bodies in Bath and surrounding area
- In liaison with key stakeholders (both internal and external), write and implement a 5 year volunteering strategy for the Abbey (2020-2025) in line with the Abbey's wider vision process.

Volunteer Management and Recruitment

- Write role descriptions for new roles as required
- Write a recruitment strategy for the recruitment of c.50 new volunteers from target audience groups for the Footprint Project then plan and deliver the recruitment. The focus should be on diversifying the types of volunteers taking part in opportunities at the Abbey, recruiting from within the Abbey's congregation as well as outside of it.
- Advertise the roles and recruit the new volunteers
- Be the first point of contact for volunteer applications, information and questions

Volunteer Training

- Assist the Head of Interpretation, Learning, and Engagement, Visitor Services Manager, Clergy and HR and Safeguarding Officers to administrate and deliver a new training programme for new and existing volunteers.

- Work with volunteer supervisors to ensure necessary training is delivered for all volunteers.

Evaluating the Volunteer Programme

- Monitor the success of the National Lottery Heritage Funded volunteering programme through regular collection of data, feedback from volunteers and liaison with supervisory staff, including the management of volunteer data, and contribute to monthly project progress meetings and reporting to HLF
- Evaluate the success of all volunteering programmes at the Abbey and use the data to shape the strategy document and ongoing volunteer management.

Improving Communication with and between volunteers

- Improve the volunteering section on the Abbey website and keep volunteers up to date with information regarding volunteering at the Abbey
- Build co-operative relationships with all departments, particularly those responsible for working with volunteers
- Organise 2x social “thank you” events for all Abbey volunteers per year.

General

- To promote equality and diversity in all aspects by developing and maintaining positive working relationships, ensuring that volunteers are treated fairly and with respect/dignity
- Fulfil any other tasks that may arise in developing and delivering the National Lottery Heritage Funded Activity Plan and implementing the Abbey’s Five Year Volunteering Strategy
- Contribute a volunteering perspective, represent the needs of volunteers at the Abbey, and ensure their work is valued and celebrated

PERSON SPECIFICATION

Essential

- In sympathy with and having an understanding of the values and mission of Bath Abbey

Experience

- Experience of researching and writing strategy documents
- Experience of advocating for and implementing organisational change
- Experience of developing and managing volunteering programmes designed to reach new audiences
- At least two years' experience of administering a volunteering programme comprising large numbers of volunteers working in different teams
- Experience of developing and administering training programmes for volunteers working in visitor facing or learning roles
- Experience of planning, scheduling and managing
- Knowledge of current issues and best practice regarding volunteers and volunteering programmes in the Heritage sector
- Experience of managing volunteer data and working with confidential information; ability to demonstrate discretion when working with volunteer files and knowledge of Data Protection procedures
- Experience of using a variety of methods to evaluate the success of volunteering programmes

Skills

- Ability to work as part of a team and independently
- Highly organised and excellent attention to detail
- Excellent communication skills, including diplomacy, tact, and ability to present and influence decision-makers
- Excellent interpersonal skills and able to relate to and create rapport with a diverse range of people
- Excellent writing skills
- Ability to be self-motivated and work unsupervised
- Good level of computer literacy and IT skills, including Microsoft Excel, Word and PowerPoint

Desirable

- Previous experience of working with volunteers in a church or heritage setting
- Previous experience of working on Heritage Lottery Funded projects
- Knowledge of volunteering networks and volunteer support organisations in the Bath region
- Experience of BetterImpact Volunteer Management software
- Full and clean driving license

Special Requirements

- Weekend and evening work will occasionally be required
- The candidate will be required to submit to an enhanced DBS Clearance check and complete a Confidential Declaration Form for Safeguarding.

APPLICATION

Previous applicants need not apply.

To submit an application please send a full CV and covering letter which explains why you are a suitable candidate and includes the details of two references to:

Alix Gilmer, Project Director, AGilmer@bathabbey.org

The deadline for applications is 9.00am on Thursday 12 September 2019

Interviews will be held at Bath Abbey on Wednesday 2 October 2019

Because of the volume of applications, we cannot respond to each application individually. If you have not been contacted by the interview date, please assume your application has not been successful.

References will only be taken up once an offer has been made.

Anticipated start date: November 2019