

Job description: Volunteer development officer, Fulham Palace Trust (part-time, 24 hours per week)

Responsible to: Learning and engagement manager

Employees or volunteers directly supervised: Seven volunteer enquiry assistants and one volunteer comms assistant

Salary: £28,000 -£30,000 pro rata (£16,800-£18,000 for 24 hours per week)

Background

Fulham Palace is a truly remarkable place. For centuries, this Grade I Listed building situated in extensive grounds by the River Thames was the country residence of the Bishops of London. The Palace is now managed by Fulham Palace Trust, which is inspired by a vision to restore our nationally significant historic buildings and grounds to their original beauty and to provide outstanding facilities for the local community and visitors from farther afield.

As volunteer development officer you will be an energetic and proactive individual with great organisational skills, highly developed communication skills and demonstrable experience of working with volunteers.

Job summary

The post holder will work alongside the staff who directly manage volunteers to deliver a sustainable volunteer programme at Fulham Palace. This will include keeping up to date with current best practice; recruiting, inducting and training volunteers; managing evaluation and feedback; and ensuring good communication across the staff and volunteer team.

Core duties

The post holder will:

- Design, implement and manage a volunteering programme delivering excellent management, communication and support in line with best practice in volunteering.
- Manage the recruitment, induction, training, support and exit of volunteers.
- Support staff in developing the Palace's volunteering programme including the development of new roles and organising staff training as required.
- Seek opportunities to diversify the volunteer profile at Fulham Palace, to include under-represented communities.
- Manage the Trust's volunteer database, ensuring that information is correctly recorded and secure, and generating reports and undertaking analysis to support the development of the volunteering programme.
- Build in mechanisms for measuring and reporting the success of volunteering programmes, including volunteer feedback and volunteering statistics.
- Build partnerships and seek opportunities within the local community in order to broaden and diversify further the locations and roles available for volunteering, placements and internships, and work experience.
- Build the reputation of Fulham Palace and the confidence and capability of colleagues to ensure that the organisation continues to benefit from generous, competent volunteer support and community participation.
- Be accountable for personal development through the performance and development review (appraisal) process seeking out opportunities to learn new skills.
- Manage relevant budgets.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.

Dimensions of the role

Fulham Palace Trust is comprised of a small team of 22.15 FTE. The VDO will report to the learning and engagement manager. Specifically, the post holder will take direct responsibility for the effective management of the volunteer programme.

The post-holder will be required to work some weekends and evenings as the programme dictates.

PERSON SPECIFICATION

POST: VDO, Fulham Palace

We are looking for an energetic and proactive individual with great organisational skills, highly developed communication skills and demonstrable experience of working with volunteers.

KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge:

Essential

- A relevant degree or equivalent proven experience
- An understanding of the range of roles undertaken by volunteers within the heritage and horticultural sectors

Desirable

- Good working knowledge of the Data Protection Act
- Experience of using a CRM database such as ThankQ or similar

Skills:

Essential

- Outstanding communications skills, both written and verbal
- Strong mentoring and coaching skills
- Positive and enthusiastic approach
- Self-motivated achiever and able to motivate and inspire others
- Good computer skills including Word processing, Excel, and PowerPoint
- Strong administrative and organisational skills
- An effective team worker
- Good time management
- Commitment to FPT's diversity policy and the ability to work harmoniously with colleagues, suppliers and customers of all cultures and backgrounds

Desirable

- Keen interest in the history and heritage of Fulham Palace
- Fully conversant with digital and social media

Experience:

Essential

- Practical experience working with a wide range of volunteers

Desirable

- Volunteer management experience within the heritage or horticultural sector
- Experience of building partnerships with community groups
- Experience of leading and training volunteers
- Experience of events management