



Job Description

Job Title:	Volunteer Coordinator
Reports to:	Public Programme Manager
Direct reports:	N/A
Directorate:	Heritage
Position Type:	Permanent, part-time 3 days per week
Pay	£25,000 FTE

Role Summary

The Volunteer Coordinator is a brand-new post at PSVT. You will be responsible for the development and growth of PSVT's volunteer programmes across all areas of the business, ensuring the needs and interests of volunteers are met and their line managers are well supported, and maintaining policies and procedures that align with best practice. This is an unusual role in that not only are you driving volunteering at PSVT, but you are also facilitating and promoting volunteering within the village community.

This post is coming at an important and exciting time for PSVT and Port Sunlight. We are forging ahead with plans for a new museum concept which will transform our visitor attractions, progressing World Heritage ambitions, openly exploring the village's colonial links, working to diversify our audiences and workforce, and considering a new model for meaningful community involvement. As Volunteer Coordinator, you will contribute to all these areas of our work.

You will be people-focussed, have excellent communication and organisational skills, and be passionate about the difference museums and heritage can make to people's lives.

The Volunteer Coordinator post sits within the Heritage Directorate. The Heritage Directorate promotes Port Sunlight's heritage and collections through public programming and works to ensure their long-term care and protection, generates income through the visitor experience and other commercial and fundraising activity, and supports residents and local businesses to foster community spirit and cohesion.

Key Accountabilities

1. Advocate on behalf of volunteers both internally and externally.
2. Be responsible for the development and implementation of PSVT's Volunteer Strategy, creating volunteer programmes that support the organisation's strategic plan, ensuring they are effectively resourced and setting meaningful targets to monitor and report on progress.
3. Ensure PSVT's volunteer policies, procedures and records are kept-up to date, align with best practice, promote equity, diversity, and inclusion, and are understood and observed by staff and volunteers.
4. Develop PSVT's external volunteer brand, to promote opportunities and grow the volunteer programme.
5. Lead the recruitment of all volunteers, coordinate inductions and co-deliver them with line managers.
6. Assist volunteer line managers to manage and support volunteers effectively, ensuring an equitable experience across the organisation.
7. Create and implement a volunteer communications plan that promotes the work of

volunteers, provides them with regular organisational updates, and fosters a 'one-team' approach at PSVT.

8. Co-produce social, learning and wellbeing programmes for volunteers to enrich the volunteer experience and meet organisational needs in terms of duty of care.
9. Work with PSVT's Community Engagement Officer to encourage and facilitate volunteering within the community.
10. Establish a network of volunteer managers within the village and wider local community to share good practice, resources, and volunteers.
11. Establish other external partnerships to facilitate the delivery of the Volunteer Strategy.
12. Identify sources of grant-funding to support the costs of delivering the Volunteer Strategy and work with colleagues to prepare funding applications.
13. Recruit and manage a team of volunteers to support the delivery of the Volunteer Strategy.
14. Ensure Volunteer Programmes are underpinned by robust record-keeping to support succession planning and the development of the village archive.
15. Carry out duties in a manner that always reflects PSVT's values.
16. Undertake any further duties determined as reasonable and necessary in the fulfilment of the role.

Person Specification

Essential

- Demonstrable experience of working with volunteers and managing the development and implementation of volunteer programmes.
- Up-to-date knowledge of good practice in relation to volunteer policies, procedures, and management.
- A passion for volunteering and its benefits and a strong advocate for it.
- Good influencing skills, with experience of building partnerships and working effectively with internal and external stakeholders.
- A genuine people person, brilliant at communicating and very empathetic.
- Highly motivated and self-driven with a can-do attitude.
- A confident communicator, both written and verbal.
- Broad knowledge of Port Sunlight's history, heritage, and significance.
- High level of computer literacy.

Port Sunlight Village Trust Competencies

Customer Focus - Through provision of excellent customer service, ensures the Customer is at the heart of everything we do.

Team Work- Works collaboratively across the organisation to achieve PSVT's goals and objectives.

Making things happen Has a can – do attitude to the role and identifies solutions to maximise performance in a timely manner.

Role Model – represents PSVT at all times, and acts in manner that is professional, courteous and helpful

Port Sunlight Village Trust Values

- **Integrity:** You can trust us to do what we say
- **Respect:** We value diversity and treat everyone fairly
- **Knowledge:** We are always learning and improving
- **Passion:** We really care about both the past and future of Port Sunlight
- **Creativity:** We are problem-solvers and openly share our ideas through partnership working
- **Participation:** We put the community at the heart of everything we do

PSVT is committed to ensuring that applicants for all paid and voluntary positions are provided with equity of opportunity. We encourage applications from all interested individuals, regardless of age, disability, sex, gender reassignment, sexual orientation, offending background, pregnancy and maternity, race, religion or belief, and marriage and civil partnerships. We are also determined to ensure our recruitment processes are fully accessible and that all reasonable adjustments are made to enable individuals to carry out their roles effectively.

PSVT is in the process of finalising a new hybrid working policy, and requests for flexible working arrangements are considered on a case-by-case basis.

Standard Checks (as applicable to role)	
Right to Work in UK	Yes
DBS (Standard CRB Check)	Yes
DVLA	No
Qualification	No
Employment History / References	Yes