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Ripon Museum Trust

**Job Description and Person Specification**

Post: **Volunteer Assistant**

Location: Ripon Museum Trust Office (The Workhouse Museum, Allhallowgate)

Salary: £8.91 rising to £9.50 per hour from April 1st 2022

Post Length: 17 months (March 2022 to July 2023)

Hours of work: 3.5 hours per week – one morning per week

Responsible to: Volunteer and Operations Manager

Safeguarding: This position is subject to an enhanced Disclosure and Barring Service (DBS) check

**Are you a practical person? Are you good with people?** The Ripon Museum Trust is seeking an organised, enthusiastic and engaging person to support us to improve and evaluate the mental health and wellbeing benefits of volunteering. The postholder will work with RMT to help develop an outstanding volunteering offer by supporting volunteers across all areas.

The ‘Volunteering for the Soul’ project (VFTS) is funded by the COINS Foundation which has worked in partnership with the Trust since July 2018. Developing this work into the future is a key strategic aim for RMT and this postholder has a great opportunity to contribute to that journey.

Our work at Ripon Museum Trust is guided by our mission and the postholder’s key strategic area is highlighted within it below:

“*RMT will use the unique trio of the Workhouse, Prison & Police and Courthouse Museums, collections and the stories they tell to help people explore big issues such as fairness, equality, justice and welfare. Through excellent engagement, programming and outreach, together we will inspire people to become compassionate and active citizens, shaping society for the better.* ***We will work for greater participation in our heritage which will enrich lives and improve wellbeing. Volunteering is integral to our organization****; at our core we work as one team. We will make a positive impact on Ripon and the region’s cultural and economic capital*”.

We want to further develop all our processes for all our volunteers, enabling them to quickly become part of our organisation, develop their skills and experience and grow in confidence within the Trust. We envisage this being a core development track that everyone follows with a menu of additional support and development available depending on people’s interests and needs.

**Job Description – Job purpose, duties and responsibilities**

**The post-holder will be required to:**

* Offer practical 1:1 support to volunteers in all areas of the 3 museums.
* Assist the Volunteer Development Officer by working with a diverse group of volunteers with a wide range of skills, life experiences and support needs across all departments and team; ensuring that our volunteers receive high quality support to meet their individual needs.
* Be sensitive to the individual needs of our volunteers, differentiating the level of support where necessary.
* Encourage volunteers to become fully involved in RMT life – particularly with social events and opportunities to meet others.
* Provide support and guidance to help all volunteers make the maximum contribution they can.
* Assisting with the induction and training program for all volunteers joining RMT.
* Support the recruitment and training of volunteers to ‘buddy’ with new volunteers to help their integration into the Trust.
* Help the Volunteer Development Officer with writing and evaluating of VFTS volunteer action plans.
* Ensure that accurate records are maintained for each volunteer receiving individual guidance.
* Represent and promote the Trust to external colleagues and potential new volunteers - supporting us to develop an outstanding volunteering offer for all.
* Ensure all work is carried out in accordance with Ripon Museum Trust policies and procedures,

including Health and Safety, Equal opportunities and Safeguarding.

Note: Notwithstanding the Job Purpose and Duties & Responsibilities included in this job description, the post-holder must be prepared to undertake additional tasks, duties and responsibilities at the discretion of the Museum Director and that fall within the strategic objectives of the Ripon Museum Trust. This may include working on a rota at the frontline and on emergency call out.

**Principal Relationships**

Volunteer and Operations Manager

Volunteer Development Officer and other staff

Trustees

Ripon Museum Trust Volunteers

Members of the public

Community organisations

|  |  |  |
| --- | --- | --- |
| **Person Specification:** | **Essential** | **Desirable** |
| **Knowledge and Experience** |
| Experience of working with volunteers | **P** |  |
| Aware of issues around mental health and wellbeing | **ü** |  |
| Experience of mentoring. | **ü** |  |
| Proven ability to work within a team | **ü** |  |
| Experience of working in Administration |  | **P** |
| Experience of Microsoft Office suite esp. Word, Outlook and Excel Databases and digital delivery platforms |  | **ü** |
| Experience of data collection and project evaluation |  | **P** |
| Experience of delivering training programmes |  | **** |
| Experience working in a heritage setting |  | **ü** |
| **Personal Skills** |
| Organisational and administrative skills | **P** |  |
| Ability to promote the health and wellbeing benefits and social benefits of volunteering within a museum to external partners and prospective participants | **P** |  |
| Physical fitness, skills and ability to undertake practical work | **P** |  |
| Excellent listening skills | **P** |  |
| Good time management skills | **ü** |  |
| Excellent verbal and written communication skills | **ü** |  |
| Able to work well to an agreed standard of delivery | **ü** |  |
| Ability to write SMART action plans according to identified need. |  | **P** |
| Self-motivated and able to work and ability to use initiative |  | **ü** |
| A willingness to work flexibility where possible |  | **ü** |

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Ripon Museum Trust is an equal opportunity employer. We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, gender identification or age.