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Ripon Museum Trust

**Job Description and Person Specification**

Post: **Volunteer Support Officer**

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

Salary: £18489 full time per annum - pro rata

Post Length: One year from appointment

Hours of work: 17 hours (0.46 full time)

Responsible to: Volunteer and Operations Manager

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

The Ripon Museum Trust is seeking an organised, enthusiastic and engaging person to support our diverse group of volunteers with a variety of needs, and to work with colleagues to make this the best volunteering experience possible.

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:**

* Work with the Volunteer and Operations Manager to further develop and deliver all of our processes for volunteers coming into the Trust. This will include a core offer that anyone interested in volunteering will go through and additional options for people with specific interests or support needs including mental health problems.
* Meet with all new volunteers to evaluate their needs, discuss activities, opportunities and their interests. Create an action plan of volunteering for those requiring specific support
* Work with RMT volunteers across all teams where a support need is identified to help meet these needs. In particular:
  + Work with the Volunteering Assistant to help identify specific volunteers in need of support and who are placed in the garden and maintenance teams.
  + Work with the Volunteer and Operations Manager and other team leaders to identify volunteers with specific support needs, help to meet support needs and ensure all relevant health and safety, equal opportunities and other policies and procedures are implemented as appropriate.
* Support the recruitment and training of volunteers to ‘buddy’ with new volunteers to support their integration into the Trust.
* Be familiar with and able to access local information sources in order to signpost participants for support beyond RMT.
* With the Marketing Manager, directly promote the supported volunteering opportunities at RMT to a range of referring agencies including: North Yorkshire County Council, local social prescribing teams, voluntary sector organisations and private providers.
* Working with colleagues assist in the design and delivery of health and well-being projects which engage RMT volunteers as well as local community partners.
* Support with delivery of induction and training packages for RMT volunteers.
* Support externally funded research projects with supported volunteers’ data where required.
* Administer project records, evaluation and data collection.

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, as a Duty Officer on a rota and on emergency call out.

**Principal Relationships**

Volunteer and Operations Manager and other staff

Trustees

Ripon Museum Trust Volunteers

Members of the public

Community organisations

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| --- | --- | --- |
| **Person Specification:** | **Essential** | **Desirable** |
| **Knowledge and Experience** |
| Aware of issues around mental health and wellbeing | **** |  |
| Experience of providing support to people with diverse needs. | **** |  |
| Experience of working in Administration |  | **** |
| Experience of Microsoft Office suite esp. Word, Outlook and Excel Databases and digital delivery platforms | **** |  |
| Experience of writing and delivering training programmes |  | **** |
| Experience of working in a health and social care setting | **** |  |
| Experience working in a heritage setting |  | **** |
| Experience of working with volunteers | **** |  |
| Proven ability to work within a team | **** |  |
| **Personal Skills** |
| Ability to assess support needs and develop SMART action plans to meet identified needs | **** |  |
| Ability to provide support to people with diverse support needs | **** |  |
| Excellent organisational and administrative skills and the ability to work under pressure | **** |  |
| Ability to promote the health and wellbeing benefits and social benefits of volunteering within a museum to external partners and prospective volunteers | **** |  |
| Excellent listening skills | **** |  |
| Ability to meet objectives and work to deadline | **** |  |
| Excellent verbal and written communication skills | **** |  |
| Ability to work independently using own initiative |  | **** |
| Excellent time management skills | **** |  |
| Able to work well to an agreed standard of delivery | **** |  |

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.