**Volunteer and Operations Manager**

**Job Description and Person Specification**

Post: Volunteer and Operations Manager

Location: Ripon Workhouse Museum (and other sites as required)

Salary: £25,000

Contract: Permanent

Hours: 37 hours per week

Responsible to: Director

Direct reports: Operations Officer, Volunteer Support Officer, Duty Officer, Front of House Casual Staff, Cleaner and such other posts as may arise during the course of the post.

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

Good to know: Free parking at workplace, a minute’s walk from centre of Ripon, facilities for hybrid working, work mobile and laptop, flexible working, Nest pension, plenty of office space, staff kitchens, gardens to sit in and a fun team of folks to work with!

**Job purpose, duties and responsibilities**

The Trust is committed to a policy of working with volunteers as our primary method of delivering our museum service.

The key roles of this post are:

* To lead and implement a strategic and best practice approach to volunteering at the Trust which is inclusive, sustainable and reaches out to a diverse range of volunteers.
* To manage the delivery of the Trust’s operations, ensuring that the museums are fully resourced and that every interaction we have with members of the public is of the highest standard.

Our work at Ripon Museum Trust (RMT) is guided by **Our Vision**: “ to use our heritage assets to inspire people to seek a fairer society”.

**Our Mission** is to 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 and we work as one team. We will make a positive impact on Ripon and the region’s cultural and economic capital

Our work is informed by our values of fairness, ambition, learning, teamwork and community.

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

* Lead and implement the volunteer strategy and deliver the volunteer programme in accordance with the Investors in Volunteering policies and the Trust’s Health and Safety policies, driving a proactive and creative approach to attracting more and diverse volunteers to work with RMT. This will include taking oversight and delivery of recruitment, induction, training, development and supporting the management of all volunteers on a daily basis. This includes brokering placements and work experience.
* Recruit, induct, train, develop and manage staff or volunteers who provide support to volunteers in order to help them to meet their personal volunteering goals.
* Manage the visitor experience at all RMT’s sites to ensure that it is of the highest quality and all front of house staff and volunteers are motivated and supported to welcome visitors and deliver excellent service .
* Explore, research and develop new effective models of volunteering for people who do not normally find it easy to volunteer in the heritage sector.
* Work with the Trustees, Director and Senior Management Team to ensure efficient and effective reporting on key performance indicators to internal and external stakeholders, funders and partners.
* Review and report on the Access Policy and Action Plan to improve access for all.
* Ensure RMT is compliant with all legal requirements and best practice standards when working with volunteers and operating a public museum service and kept abreast of any developments which may impact its operations. This involves being the Safeguarding Lead , overseeing DBS, being the GDPR lead, insurance etc
* Work with the Senior Management Team to assist them to manage their volunteer teams effectively to deliver in specific areas of the organisation eg. curation, learning, events, administration.
* Lead on internal communications with the volunteer and staff team to ensure the whole team has up to date information about the Trust’s operations. This involves convening, directing and chairing various internal fora, teams and groups, issuing written guidance and e-newletters.
* Represent and promote RMT to external stakeholders such as the Association of Volunteer Managers, Association of Independent Museums, the Heritage Volunteering Group and work with external local and regional bodies to collaboratively develop our volunteering offer.
* Work with external agencies in the health, justice and social care sector to provide opportunities for engagement and for improving health and well being through volunteering.
* In collaboration with Director manage health and safety requirements for the Trust to ensure we are compliant.
* Manage the front of house staff and weekend duty manager to ensure they reach agreed targets for gift aid, visitor survey uptake etc.
* Ensure that all the front of house shifts are filled by staff or volunteers to enable the Trust to open our museums to the advertised schedule.
* Co-ordinate sufficient supplies to operate including stationary, operating supplies, shop stock and cleaning supplies and the delivery of cleaning~~.~~ To conduct this in an environmentally friendly and sus
* Monitor all our utility contracts to ensure they are operating successfully and (in collaboration with the Director) report on the Environmental Policy and Action Plan.
* Act as duty manager of the museums on a rota basis during our open season, ensuring problems are solved and the smooth operation of the Trust. This will involve some weekend days and weekdays on a rota basis to duty manage the museums (estimated to be 12 weekend days per year). Participate in a rota for being On Call for emergencies.
* Manage the budget lines delegated to the post and oversee financial procedures and processes
* Promote and develop equality and diversity in line with RMT’s Equality Statement

NOTE: notwithstanding the Job Purpose and Accountabilities & Duties included in this job description, the post holder must be prepared to undertake additional tasks, duties and responsibilities at the request of the Director and that fall within the strategic objectives of the Ripon Museum Trust.

**Principal Relationships**

Trustees

Director and senior management team (the post is a member of the senior mgt team)

Volunteers and staff across all three museums

Members of the public

External volunteer and museum related bodies

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| **Person Specification:**  | Essential | Desirable |
| **Knowledge and Experience** |  |  |
| 1. Experience in organisation or operational management or team leadership in a customer facing organisation/business
 | **✓** |  |
| 1. Experience in the cultural, arts or heritage sector
 |  | **✓** |
| 1. Experience or knowledge of charitable sector
 |  | **✓** |
| 1. Experience of working in voluntary organisations
 | **✓** |  |
| 1. Experience of recruiting and training new volunteers
 | **✓** |  |
| 1. Experience of managing staff or volunteers
 | **✓** |  |
| 1. Experience of partnership working
 | **✓** |  |
| 1. Understanding of health and safety, Equality Act and safeguarding legislation in relation to post functions
 | **✓** |  |
| 1. Experience of conducting risk assessments
 | **✓** |  |
| 1. Experience of using volunteer management or customer relationship management databases
 |  | **✓** |
| 1. Experience of managing budgets
 | **✓** |  |
| **Personal Skills** |  |  |
| 1. Ability to embody the values of the Trust (Ambition, Learning, Teamwork, Community)
 | **✓** |  |
| 1. Leadership qualities and skills which challenge and support staff and volunteers in order to maximise team potential
 | **✓** |  |
| 1. Excellent communication skills – oral, written, digital, presentational
 | **✓** |  |
| 1. Ability to engage effectively with a diversity of people, demonstrating an empathetic and non-discriminatory approach
 | **✓** |  |
| 1. Ability to work under pressure to meet objectives and to work to deadlines
 | **✓** |  |
| 1. IT literate including Microsoft Office (Excel, Word, Powerpoint) and databases
 | **✓** |  |
| 1. Able to work creatively and flexibly in a small team, supporting other colleagues
 | **✓** |  |
| 1. Enthusiastic promoter of the Museums’ offer and volunteer culture
 | **✓** |  |
| 1. Commitment to equality of opportunity
 | **✓** |  |
| 1. Commitment to personal professional development and quality improvement
 | **✓** |  |

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, age or gender identity.

