Job Description

# Volunteering Officer

**Purpose**: To recruit, develop and support volunteers to help ensure that CCT’s collection of historic churches realise their potential as financially viable visitor attractions and community venues

To ensure that day to day Church operational tasks are performed consistently

**Responsible to**: Operations Manager

**Responsible for:** Volunteers, volunteer teams, Friends groups

Length of Contract: Permanent

Job Level: 5

# Task Description

The future of CCT’s outstanding collection of historic churches depends on the willingness of volunteers, typically working in church or area based teams, to take responsibility for the local management of our estate. The volunteering officer will play the prime role in ensuring that local people are engaged, recruited, trained and supported to care and raise income for CCT churches, unlocking their potential as viable tourist attractions and/or community venues.

Key Tasks

1. **Recruit, support and train volunteers** **and volunteer teams**

Working with other volunteering officers and the operations manager, the post holder will build and deliver a consistent and effective approach to volunteering across the region. In particular s/he will:

* Establish and develop links with local communities, stakeholders and agencies to understand the locality and its needs, and promote CCT and its volunteer offer
* Recruit, induct, and train volunteers, building volunteer teams to manage and sustain CCT’s church estate
* Ensure volunteers understand and act in accordance with CCT policies and procedures relevant to their activities
* Develop and manage teams of area volunteers to support and assist in looking after clusters of churches and supporting local volunteers
* Ensure that where applicable appropriate partnership agreements and/or church plans are in place to confirm the nature of the relationship and an agreed way forward between volunteer groups and the Trust

1. **Develop Projects**

The post holder will play a key role in initiating and supporting projects developed by volunteers and staff at CCT churches. S/he will, with colleagues, particularly the community fundraisers:

* Assist volunteers to identify opportunities for income generation, conservation, tourism, learning, interpretation, and community projects and support them to plan and deliver the project
* Assist volunteers to develop funding applications facilitating strong local links with the regional community fundraiser
* Participate in time limited projects at priority churches

1. **Volunteer Communications and Networking**

The volunteering officer will ensure that volunteers have appropriate and timely contact with CCT and with each other. S/he will:

* Maintain regular contact with volunteers and provide prompt responses and progress updates to their enquiries and issues raised, following through on these matters with colleagues as appropriate
* Organise an annual programme of training and networking opportunities for volunteers and volunteer teams, with other members of the regional team
* Provide regular and consistent ways to recognise and thank volunteers throughout their volunteering experience with CCT and upon their departure
* Contribute to regional volunteer communications such as newsletters

1. **Church Operations**

The post holder will take primary responsibility for all day to day church operational and volunteer matters. S/he will establish and maintain appropriate arrangements for delivering the key operational needs of the church, volunteers and the local communities within their area and will:

* Be a key point of contact for church and volunteer enquiries
* Encourage and support other regional team members to build relationships with and understanding of CCT churches and volunteers
* Support the community fundraisers and commercial managers in the use of CCT churches for events
* Work with volunteers to ensure that risk assessments, audits, six monthly checks and other health and safety and heritage crime reports are completed and submitted
* Ensure arrangements are in place for CCT churches to be open and that wall safes are regularly emptied and funds banked

1. **Administration and Management**

The post holder will ensure the relationship between volunteers and CCT is underpinned by effective, efficient and appropriate information and data and will:

* Ensure accurate and current data is available on CCT’s ThankQ database
* Ensure volunteers have signed and understand CCT’s volunteer agreement and dispute resolution procedures
* Monitor, evaluate and report on activities and projects
* Contribute data and information to enable effective reporting on KPIs and share relevant data with local volunteers
* Manage delegated budgets, as required
* Contribute to regional plans

1. **Team Working**

The post holder will contribute to the promotion and increased knowledge and experience of the national volunteering strategy and will:

* Liaise with regional and national colleagues to provide and seek support and advice on local issues raised, on volunteering, income generation, and church management etc
* Participate in meetings with other volunteering officers to develop best practice, share ideas and resolve issues
* Maintain a good understanding of best practice in volunteering management
* Participate in time limited national projects as required

Additional Information

**Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and visitors. All staff have a responsibility to manage risk within their sphere of responsibility

All Trust employees are accountable, through the terms and conditions of their employment, and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

**Data Protection**

If you have contact with computerised data systems, you are required to process and/or use information held on a computer in a fair and lawful way. You are also required to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose.

# Person Specification

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| **Requirement** | **E** | **D** |
| **Qualifications and Training** | | |
| 1. A relevant qualification/significant training in volunteer/people management and training others (train the trainer) |  | **X** |
| **Experience** | | |
| 1. Experience of volunteer training, development and management | **X** |  |
| 1. Experience in visitor operations such as the heritage or visitor attraction sector. |  | **X** |
| 1. A track record of running successful projects and events involving volunteers | **X** |  |
| 1. Experience of engaging and supporting people to work together to initiate, develop and support activities in local communities | **X** |  |
| **Knowledge, Skills & Abilities** | | |
| 1. Excellent planning, budgeting and project management skills | **X** |  |
| 1. Awareness of relevant legislation relating to working with volunteers |  | **X** |
| 1. Preparing and developing funding bids |  | **X** |
| 1. Strong ICT skills and the ability to be administratively self-sufficient | **X** |  |
| 1. Excellent interpersonal skills; able to motivate others, with a strong customer service focus | **X** |  |
| 1. Excellent oral, written and presentation skills | **X** |  |
| **Personal Qualities** | | |
| 1. Resilient and self confident | **X** |  |
| 1. An interest in CCT’s work | **X** |  |
| 1. Ability to drive | **X** |  |

**Job Requirements**

* A willingness to travel, using public transport as far as possible.
* Attendance at regional staff meetings and some meetings focussing on volunteering as well as full staff meetings in other parts of the UK
* Identify and participate in continued professional development.
* Occasional weekend and evening work will be required.