

JOB DESCRIPTION

Vacancy reference:	SRF29130
Post Title:	Volunteer Administrator
Grade:	Grade 4
School/Department:	UMASCS
Reports to:	Volunteer Co-ordinator
Responsible for:	N/A

Purpose

The post holder will be responsible for assisting the Volunteer Coordinator in ensuring the smooth day-to-day delivery of the volunteering elements of the Museums Partnership Reading Business Plan and other volunteer programmes offered at UMASCS.

Main duties and responsibilities

Volunteer Recruitment, induction and administration

- Undertake administration relating to the recruitment and induction of volunteers (including following up volunteer references, updating new volunteer roles onto websites/volunteer management systems and keeping an overview of live vacancies)
- Ensure the accurate and timely recording of new volunteer details onto Artifax/ volunteer management system, and ensure the records are kept updated with individuals' current projects, training, volunteer hours etc (to aid reference requests)
- Ensure the personal data of volunteers is managed in line with requirements under the General Data Protection Regulations (GDPR) 2018
- Carry out volunteer induction briefings, to welcome the new volunteer and help them understand any health and safety implications and for orientation
- Gather data for reporting purposes as directed by the Volunteer Co-ordinator (e.g collation of demographic and feedback survey responses)
- Collect and collate news and draft the monthly newsletters for both museums
- Upload blogs to websites
- Assist with organising and attend community and student events to help promote volunteering opportunities
- Assist the Volunteer Co-ordinator in organising and delivering "reward" activities for volunteers (e.g. social events and trips to other sites and organisations of interest).
- Undertake any other duties deemed necessary and reasonable by the Director of UMASCS

Supervision received

The post holder will be supervised by the Volunteer Co-ordinator. The postholder will split their time between the Museum of English Rural Life and Reading Museum as required.

Supervision given

Supervise and Support volunteers.

Contact

The post holder will work closely with staff from both museums and will communicate with members of the public, and other sector organisations and stakeholders as appropriate.

Terms and conditions

This position is 0.4 FTE, fixed term.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed:

02 April 2019 – Kate Arnold-Forster

PERSON SPECIFICATION

Job Title	School/Department
Volunteer Administrator	UMASCS

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent oral and written communication skills • Good team working skills • Abilities to deal effectively and professionally with enquiries and information requests • IT skills – competence in MS Office (including Outlook, Word and Excel), working with databases, updating and amending webpage content • Ability to maintain confidentiality • Ability to work methodically and accurately paying attention to detail • Ability to use initiative to solve problems independently or escalate as required • Good time management skills with the ability to prioritise work activities effectively 	<ul style="list-style-type: none"> • Programme or project management experience • Use of relevant software, i.e. for volunteer management and promotion
Attainment	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> • A-level qualifications (or equivalent) • Qualifications relating to IT packages/software
Knowledge	<ul style="list-style-type: none"> • Understanding of volunteering • Awareness of relevant data protection legislation 	<ul style="list-style-type: none"> • Knowledge of volunteering in voluntary or heritage/cultural sector relevant to the MPR museums • Digital marketing principles

Relevant Experience	<ul style="list-style-type: none"> • Recent experience of working in an administrative support role • Experience of working across different teams and with colleagues at varying levels of seniority 	<ul style="list-style-type: none"> • Experience of volunteering • Experience of working in relevant cultural organisation or context
Disposition	<ul style="list-style-type: none"> • Adaptable and flexible approach 	

Completed by: Kate Arnold-Forster	Date: April 2019
-----------------------------------	------------------