



Hartlebury Castle Preservation Trust



HCPT Trust Volunteer Coordinator Job Description and Person Specification

Job Title – Volunteer Coordinator

Reporting to – Hartlebury Castle Preservation Trust Activities Officer

Salary – £21,000 per annum pro rata, (three days / 22.5 hours per week, work patterns to be negotiated on appointment) 2 year 6 month fixed term position

Job Background

Hartlebury Castle Preservation Trust (HCPT) is a registered charity formed to preserve Hartlebury Castle (home to the Bishops of Worcester for more than a thousand years) for education, the use and enjoyment of everyone, and to preserve the 18th century Hurd Library within the Castle. In October 2014 the Trust was awarded £4.975m by the Heritage Lottery Fund. This support and grants from others enabled the Trust to purchase the Castle and Estate, Enabling work has recently commenced and restoration work will follow and is scheduled to be completed in 2017.

Our aim is to make the wonderful stories of the Bishops and the Castle, as well as the Hurd Library, the Collections of the Museum and Castle and Gardens into an integrated visitor destination. We are working in partnership with Worcestershire Country Council (WCC) and Museums Worcestershire to achieve this. The visitor experience includes tours of the house and gardens, regular events and activities, a café and shop. The site is also to be developed further as a unique private functions venue.

Job Purpose

- To assist in the delivery of the targets and outcomes in relation to volunteering and community engagement in the HLF Activity Plan, working with other members of staff and consultants to ensure delivery, including, Architect, Landscape Architect, Archaeologist and Exhibition Design Team.
- To maximise the opportunities for community engagement, involving groups and individuals who have hitherto had no involvement with Hartlebury Castle increasing opportunities to learn about and participate in the heritage.
- To assist with the professional interpretation of the Castle to maximise visitors' enjoyment of their visit ensuring community involvement is maximised.
- To assist the Activities Officer with devising and delivery of the annual events programme.
- To provide good management, development and administration of volunteers ensuring they carry out their roles effectively and safely.
- To assist with the opening, care and presentation of the castle, it's interiors and contents.

SCOPE OF ROLE

Budgets

The business plan for Hartlebury Castle incorporates the Activity Plan budget and associated income targets. Excluding staff costs, the project budget for delivering activities over the 3.5 year programme period is in the region of £165k (ex VAT).

- The Director has primary responsibility for budgets, but the post holder will be responsible for managing allocated budgets and associated income targets for delivering the volunteer programme.

Direct reports/volunteer responsibility:

- Volunteers – aiming for an average of 150 people; plus work experience placements, students, etc; giving direction and supervision.

Nature of reporting relationship between post holder and line manager

- The post holder will report directly to the HCPT Activities Officer at regular 1:1 meetings.
- The post holder will be set targets and agree outcomes at the start of the appointment and at 1:1s and annual performance reviews.
- The post holder will assist with the operations and the security of Hartlebury Castle as the Trust requires.

External Relationships

- Customers, visitors, family groups, individuals, community groups, schools and college/university groups, etc.
- All relevant departments and teams within Museum's Worcestershire, including the Cultural Services team. All relevant community groups and special interest groups.
- Key partner organisations e.g. Kidderminster College, Kidderminster Academy, Probation Trust and others as required.
- Funders and sponsors now and in the future.
- Event organisers, artists, performers, designers, ecologists, heritage professionals, writers, researchers, teachers, university professionals, suppliers and contractors, venue managers, etc.

Accountabilities	Percentage of Time (%)
<p>1. Volunteer Management The recruitment, induction, motivation, training, administration and welfare of the volunteers across all areas. Devise the Volunteer policies and ensure that all volunteers working with children are appropriately checked. Ensure volunteers are recognised and celebrated, and provide an excellent experience for our volunteers, delivering development opportunities to them. To establish systems for monitoring and evaluation of volunteer roles.</p>	40%
<p>2. Presentation and Interpretation Assist with organising the opening of the Castle and collections to the public. Undertaking the recruitment of volunteers to assist with the organising, packing and unpacking of the collection whilst Castle works are ongoing. Work with volunteers and others to develop and update interpretation materials. Assist with developing an annual programme of events and temporary exhibitions.</p>	20%
<p>3. Events and Activities Assist the Activities Officer with the development and delivery of the events programme, in consultation with all the other Castle staff. Recruit and train volunteers to give guided tours of the Castle. Undertake visitor surveys as required.</p>	20%
<p>4. Health and Safety/Security and Fire Prevention Participate in a security rota for Hartlebury Castle and the Castle's emergency support team. Contribute to maintaining a safe working environment for staff and volunteers to include responsibility for ensuring risk assessments for volunteer activities. Follow all recommended safety fire-prevention and security regulations, procedures and practices.</p>	10%
<p>5. General Carry out such additional duties as can be reasonably requested by the Activities Officer. Co-operate fully with other staff, volunteers, trainees,</p>	10%

residents and tenants at the Castle. The common responsibilities attached are to be read in conjunction with and considered to be part of this job description.	
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PERSON SPECIFICATION

Essential

- Experience of Volunteering
- Excellent written and interpersonal skills with the ability to communicate at all levels
- Ability to work as part of a team and on own initiative
- Ability to build and sustain strong working relationships with volunteers, staff and external partners
- Access to own transport and ability to travel within the area
- Effective organizational skills as demonstrated by achievement of deadlines, priority setting, maintenance of accurate administrative records

Desirable

- Experience of recruiting, supporting and supervising volunteers
- Experience of working in partnership with community groups
- Ability to work flexibly and prioritise a diverse workload
- Experience of audience research and activities evaluation
- Strong IT, social and digital media skills to ensure the most effective external communications

ADDITIONAL INFORMATION

Hours of work: This is a part time (three days / 22.5 hours per week post, work pattern to be agreed on appointment.) fixed term position, based at Hartlebury Castle. This will include regular weekend/evening working and flexibility will be required.

Access to site: The post-holder will be required to have access to own transport and a full driving license.

Funding: The post is part funded by the Heritage Lottery Fund

Equality and Diversity

The Trust has a strong commitment to achieving equality in its service to the community and the employment of people and

expects all employees to understand comply with and promote its policies in their work.

Health and Safety

The post holder shall ensure that the duties of the post are undertaken with due regard to the Trust's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at Work Act 1974 and all other relevant subordinate legislation.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Trust will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Trust must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to, safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at the Trust. The postholder will be subject to Disclosure and Barring Service (DBS) clearance.



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