



RUTLAND COUNTY COUNCIL VOLUNTEER ROLE



With the help of the Heritage Lottery we have been developing Oakham Castle.



With your help, we can do even more.
Are you an experienced volunteer?

Volunteer Co-ordinator

Oakham Castle and Rutland County Museum need volunteer co-ordinators to support our development in:

- Marketing and promotions
- Events and education
- Visitor experience (including tours)
- Volunteers' co-ordination

Could you bring in your expertise and passion to help for 2 hours or more per fortnight?
Flexible times to suit interested volunteers...

This co-ordinator role supports the enhancement and development enabled by the Heritage Lottery project at Oakham Castle. The volunteer co-ordinators are senior volunteers helping to recruit, develop, co-ordinate and look after the Castle volunteers in specific activity areas. The volunteer co-ordinators will be involved in our planning meetings and are welcome to offer suggestions for improvements. They will be key in developing further the processes within each of these four above areas.

We are aiming for our volunteers to support the team of staff in growing visitor numbers, offering more engaging activities and providing excellent visitor service standards.

Oakham Castle is part of the Rutland Culture team and offers opportunities to volunteer and engage with the Libraries and Rutland County Museum too.

What kind of person are we looking for?

- A personable character first of all; working well with others, being helpful, amicable, willing to get stuck in and to make changes in a positive and constructive manner.
- Having some experience or specialism in one of the four operational areas of: marketing & promotions, events & education, visitor experience (including tours), volunteer co-ordination.
- Love of local history, heritage and culture.
- Good organising and communication skills.
- Seeking high service standards.
- Interest in helping a diverse range of people learn about our local area and its place in history

For the co-ordinator roles we need people who would be able to commit for a minimum of six months to help us build stability and consistency in the volunteer team.

Volunteers are supervised by the Operations Manager.

Role Assessment

POST TITLE: Volunteer Co-ordinator
COMMITMENT: A minimum of once a fortnight for 2 hours.
BASE: Oakham Castle and Rutland County Museum
RESPONSIBLE TO: Culture Operations Manager
LIAISON WITH: Castle, Museum and Library staff and volunteers, members of the public, other county council staff.
OVERALL PURPOSE OF POST:

To assist the team of staff to growing a quality and sustainable heritage visitor offer. To support volunteers in developing their own skills and interests while being part of the wider Culture team in Rutland. To promote the wellbeing benefits of the cultural offer in Rutland.

RESTRICTIONS: Some access limitations to parts of staff and volunteer office areas, however alternative arrangements can be made.

MAJOR OBJECTIVES/TASKS:

General

1. To help recruit, induct, train, co-ordinate and support new and existing volunteers.
2. To support the development and delivery of systems and processes within their co-ordinating area (marketing & promotions, events & education, visitor experience, overall volunteer co-ordination and development).
3. To help build friendly relationships and a supportive culture with the staff and volunteers.
4. To be aware of the health and safety of everyone in the Castle, Museum or Libraries.
5. To comply with GDPR and maintain confidentiality of visitors and Rutland County Council at all times.

Specific

Marketing and Promotion:

Be involved in the planning of the marketing activity planner and co-ordinate volunteers in delivering regular and impactful social media, poster distribution, event promotion and other marketing activities.

Events and Education:

Be involved in planning and delivery of the events programme, educational workshops and outreach. Liaise with the marketing and promotions volunteer co-ordinator to promote events and with the volunteering co-ordinator to plan volunteer cover for events and engagement activities.

Visitor experience:

Be involved in the development and co-ordination of visitor service elements, including tours and talks, volunteer gardening team, interpretation and collection care, co-ordinate and review visitor surveys and service quality.

Volunteer co-ordination:

Be involved in the planning and co-ordination of the volunteer recruitment, induction, training, development and support. To co-ordinate regular volunteer social events, volunteer communication systems, twice annually volunteer surveys, help action volunteer improvement plans, recognise and celebrate the great work of our volunteers.

SKILLS AND EXPERIENCE NEEDED:

- Experience of co-ordinating activities or projects
- Interested in working with a wide variety of people
- Good communication skills, literacy & numeracy skills
- Able to maintain confidentiality & diplomacy
- Attention to detail
- Pleasant friendly manner, polite under pressure.
- Able to prioritise appropriately

TRAINING & SUPPORT PROVIDED

- Induction to the museum service
 - Recognising discrimination (and be willing to put the Council's policy into practice)
 - Training on museum procedures as appropriate
 - Museum & Library Customer care
 - Basic Safeguarding and Health & Safety
- Personal development opportunities within the heritage and cultural sectors.
- Agreed out of pocket expenses
- Support and guidance for your role
- A range of benefits, including free entry to events at Oakham Castle and regular social events with the team.