



VOLUNTEER COORDINATOR

Northton Heritage Trust

JOB DESCRIPTION

Salary: £25,000 FTE pro rata

Responsible to: Business Manager

Contract Type: Part-time, 17.5 hours per week, 6 months

Location: Office based at Hebrides People Visitor Centre, Northton, Isle of Harris, Western Isles HS3 3JA and in the community

Main Purpose of the Job

As a Volunteer Coordinator you will perform a vital function in developing and supporting a volunteer team who will work on the heritage archive at Hebrides People and other tasks around the centre. We are building a diverse team of volunteers, young and old, to help us at Hebrides People – everything from sorting old photographs to cataloguing audio recordings, maintaining the grounds and buildings, to becoming story tellers and guides too as we move into our new facility in 2025/26.

Our Volunteer Co-ordinator will work with in the community to recruit and train volunteers, providing on-going support and supervision for the duration of the post. You will also carry out impact monitoring to ensure we measure and evaluate our impact and you will be responsible for the coordination of project data providing regular update reports for the Heritage Lottery and the Board

Key responsibilities:

- To recruit, manage and support volunteers throughout their journey
- To develop training programme for volunteers, preparing materials, training facilitation including awareness of equality and diversity and cultural issues
- To develop volunteers' roles and infrastructure to support the project, create a volunteer handbook and relevant documents or guidelines
- To monitor and manage records of service users and volunteers
- To work closely with the service users and ensure service users have a positive experience with Hebrides People from their first contact with us
- To liaise with referral agencies/individuals, and undertake initial assessments of the new service users

- Drive improvements in service delivery
- To complete all administrative tasks as is necessary to the role, including volunteers' reference and PVG checks in accordance with Northton Heritage Trust's policy and best practice
- To promote the events and engagement programme through presentations, talks, networking and social media
- To assist with the delivery of marketing and fundraising campaigns

This job description sets out the main requirements of the post but is not an exhaustive list of duties and responsibilities. Hebrides People is a small social enterprise which delivers impressive services as a result of our staff being flexible and proactive in their work.

Person Specification

Knowledge/Experience

- Volunteer management experience, including recruitment, support and retention
- Training and learning experience, both planning and facilitation, including materials preparation for face to face and online training
- Have a track record in heritage education/ work or volunteering experience
- Experience of working/volunteering in the community
- A genuine interest in volunteering and making a social impact
- Experience of assessing needs of service users
- Experience of promoting services and delivering information sessions
- Understanding of equality and diversity
- Experience in recording, maintaining and evaluating information gained through the process of assessment, monitoring and review and presenting reports.

Skills/Attributes

- Ability to work in a team and on own initiative
- Excellent communication skills and the ability to work with people from different walks of life
- Ability to collaboratively work with colleagues
- Ability to represent Hebrides People in a professional manner at all times, on the telephone, face to face or in written communication
- High levels of tact, diplomacy and empathy in dealing with a wide range of people
- Resilient, self-motivated and able to work under pressure to tight deadlines
- A strong passion for creating positive influence in people's lives
- Enthusiasm and a willingness to take on new challenges
- A proactive approach to problem solving

- Proficiency in IT skills including spreadsheets, word processing, email and database (data entry)

Hebrides People employees are expected to:

- Share a passion to our mission, vision and values
- Demonstrate a commitment to their own development, to take advantage of learning and development opportunities and develop their own competence
- Support and encourage harmonious internal and external working relationships
- Make a positive contribution to communicating and raising the profile of the organisation

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