



Role	Volunteer Coordinator
Reporting to	Head of Visitor Operations
Contract	12 months fixed term
Salary	£25,000.00 per annum

Context of The Auckland Project:

The Auckland Project is a different kind of regeneration charity, working hand in hand with our local community to ensure that Bishop Auckland's future is as magnificent and vibrant as its past. We believe that everyone in Bishop Auckland can give something and receive something back. Everyone can play an active and wonderful role in bringing about a more resilient, thriving community and all can benefit from it. Follow the link to find out about our visitor operation: <https://aucklandproject.org/visit/>

The role purpose:

We are looking for a people person who has fantastic communication and listening skills who will work with and support our diverse range of volunteers in operating across all of our attractions. This is an exciting and varied new role that will include the training, pastoral care and organising the volunteers day to day activity. This role is integral to the smooth running of the operations and as part of the role you will, when required also support across the operations.

The successful candidate will enjoy the challenge of problem solving within tight timescales have a can-do attitude, is highly engaging and good at thinking on their feet.

Key Responsibilities:

The post-holder is responsible for the following key deliverables and accountabilities:

- Recruit, induct train and supervise new Visitor Operations volunteers
- Matching volunteers to opportunities that suit their aspirations and they reason for volunteering.
- Ensuring volunteers understand their responsibilities and receive the proper training with ongoing check in's as required
- Supporting volunteers who wish to move on or take on additional roles/activities
- Supporting the volunteers in the day to day running of the attractions and develop a culture of exceptional customer service by helping to ensure that a volunteer shift is the best place to be, and is a priority for their leisure time
- Build, lead, train and motivate your team of volunteers in a supportive way to ensure our high standards are maintained.

- With the direction and support of the Head of Volunteering transition Better Impact Volunteer Management System to the Enterprise version
- Ensure that Better Impact is maintained with up to date volunteer information, scheduling etc ensuring that volunteers are supported to manage their 'Volunteer Page'
- Ensuring communications with Visitor Operations volunteers are current using appropriate methods as required.
- Working with Visitor Operations Supervisors to ensure that all venues are sufficiently resourced.
- Ensure that safety and security procedures are adopted and adhered to by volunteers and staff
- Welcome visitors and deal with customer enquiries and escalated complaints.
- Organising training and leading on-the-job training.
- Act as ad-hoc cover for breaks and rota gaps at short notice.
- Support with team briefings and collaborate with other team supervisors to support the development of our staff and volunteers.
- Be responsible for the rostering of staff recording of staff hours, and using Better Impact reporting to understand volunteer schedules
- Act in a timely and appropriate manner with all email and phone enquiries and complaints.
- Above all, it is essential that you can work flexibly across the seven days of the week including evenings and Bank Holidays and that you have a flexible attitude to supporting our operation and working in different areas of it at short notice. This includes working shifts as a Supervisor and leading the Visitor Operations team (both volunteers and paid staff) from the front.

Internal and External Relationships

- Working collaboratively with colleagues across departments to achieve TAP's organisational objectives
- Maintain excellent relationships with the large team of volunteers and colleagues

Health & Safety

Be committed to good health and safety and access practice, ensuring familiarity and compliance with TAP policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.

- Working with H&S team, report risks and hazards in the workplace
- Carry out risk assessments
- Lead evacuations and emergency procedures

Person Specification:

	Essential	Desirable
Experience	An understanding and commitment to the Auckland Project and its core purpose	

	<p>Experience of working with and supporting volunteers in a visitor attraction</p> <p>Experience of a similar role in a visitor attraction / museum / gallery or customer care environment with a culture of exceptional customer service</p> <p>Working Knowledge of Better Impact or other volunteer management system</p> <p>Experience of managing / monitoring health & safety in a workplace</p> <p>A demonstrable interest in history, the arts, culture or heritage.</p> <p>Pastoral care of individuals</p>	
Skills	<p>Strong customer service skills</p> <p>Committed to the success of TAP</p> <p>Coaching and mentoring</p>	
Personal Attributes	<p>Brilliant communicator, team play, listener and problem solver</p> <p>Enthusiastic, motivated and friendly</p> <p>Resilient and responds positively to change</p>	

How to Apply

Apply for this role by downloading and completing an application form from <https://aucklandproject.org/about/join-the-team/> and emailing this to recruitment@aucklandproject.org

Closing date: Midnight on Tuesday 28th June 2022