



SIR JOHN
SOANE'S
MUSEUM
LONDON

13 Lincoln's Inn Fields
London WC2A 3BP

+44 (0) 20 7405 2107
www.soane.org
Charity No: 313609

Job title: **Volunteer Manager**

Salary: **£26,500**

Contract: **Permanent**

Reports to: **Head of Visitor Experience and Operations**

SIR JOHN SOANE'S MUSEUM

Sir John Soane's Museum is the idiosyncratic house-museum of the great Regency architect Sir John Soane (1753 – 1837), and displays his collection of antiquities, furniture, models, and paintings in the same state in which they were left at the time of his death as well as preserving over 30,000 architectural drawings and a fine library.

PURPOSE OF ROLE

The Museum is seeking a Volunteer Manager reporting to the Head of Visitor Experience and Operations. This post is responsible for recruiting, training, and managing around a hundred volunteers in this small but high-profile National Museum.

The Volunteer Manager will work closely with the Visitor Services Managers and be responsible for supporting the Visitor Services team in the day-to-day running of the house and ensuring all visitors receive an enjoyable and engaging experience, whilst maintaining the security and protection of the delicate interiors of the house. The further development, expansion and diversification of the volunteer programme is a key priority in the new strategic 3-year plan and we are looking for an enthusiastic individual who can help with the implementation of this.

In addition to volunteering as Visitor Assistants, Volunteers also volunteer in Conservation, Enterprises and Development as well as other departments.

The Volunteer Manager is responsible for building relationships with partner organisations such as universities and schools to create work experience placements for students and older pupils.

KEY RESPONSIBILITIES

- Ensure that the Museum Volunteer policy is adhered to for Volunteers and recruitment is conducted in line with the Museum Volunteer policy and guidelines. Ensure that all practices and processes regarding volunteers are up to date and compliant with relevant legislation.

- Develop and implement structures, systems and procedures to support Volunteers in line with the agreed policy; this will include (but is not limited to): Recruitment, Induction, Training, Deployment, Mentoring, Performance, and Communication.
- Deliver clear and consistent supervision of the Volunteers. Utilising the Volunteer Problem Solving Procedure to resolve any complaints or concerns openly, fairly, and as quickly and informally as possible. Build a positive, friendly relationship with the Volunteers. Create an atmosphere of support and openness in which they feel valued.
- Develop ways Volunteers engage with and contribute to the Museum's public engagement work and add value to its core activities, e.g. Museum Lates series, private apartment tours, spotlight talks and the education programme. Ensuring their skills and experience are utilised effectively.
- Be part of the Duty Management rota with Visitor Services Managers.

Volunteer Team

- Develop a Volunteer strategy to reach new audiences of potential Volunteers, recruiting a diverse mix of volunteers with a wide range of skills.
- Recruit enthusiastic volunteers who are passionate about the stories of the Museum and its collections and are keen to share that passion with our visitors.
- Create, develop, and deliver specific induction and training programmes for Volunteers. This programme should also build on existing skills and interests encouraging and inspiring them.
- Ensure that the skills of the Volunteers are being identified and utilised in a mutually beneficial way. If skills gaps are identified within the team, providing training and support to develop the Volunteers in these areas.
- Ensure that the Volunteers are aware of all policies and procedures which apply to them, e.g. Health and Safety, Information Security etc. Follow and promote safe systems of work and ensure Health and Safety compliance for volunteer activities in accordance with policies, procedures and legislation.
- Encourage a positive working relationship with the Visitor Assistants (VAs), ensuring they are working in a distinctive but complimentary role.
- Work to ensure that Volunteer administration and record keeping is maintained, conducting regular audits to ensure records are up to date.
- Manage and maintain feedback mechanisms, including an annual evaluation of the Volunteer programme, to ensure that there is adequate outlet for the Volunteer voice.



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- Develop and manage regular communication channels to all Volunteers to ensure they have up to date information and are fully informed of all changes that may impact their ability to give consistent information to visitors e.g. Volunteer newsletter, regular briefing sessions etc.
- Manage and monitor the Volunteer budget to ensure appropriate use of funds, and establish and carry out effective monitoring and evaluation for the volunteer programme to enable accurate reporting back to the partners and funders.
- Manage the rotas for Volunteer Visitor Assistants using Better Impact Software
- Ensure facilities and equipment used by Volunteers is fit for purpose and that they have the required tools to carry out their roles efficiently.

Visitor Services/Operations

- As part of the Operations team, ensure that standards and expectations are consistent across the VA and Volunteer teams.
- Duty Management by rotation with the Visitor Services Managers.
- Assist the Head of Visitor Experience and Operations in providing operations training for all staff who are undergoing tour training
- Take part in the IDEA (inclusion, diversity, equality and access) working group and encourage wider participation within the volunteer team.

PERSON SPECIFICATION

Essential

- Experience in managing others and an understanding of the key elements in managing volunteers in the Museum or Heritage sector and how integrating them into the team enhances the visitor experience.
- Excellent interpersonal and communication skills.
- Excellent administration and IT skills and proficient in the use of Microsoft Office.
- A friendly, approachable manner and ability to show empathy and provide support and advice to colleagues.
- Ability to work flexibly, as weekend work and occasional evening work are required.



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- Experience of handling complaints in a sensitive and diplomatic manner.
- Ability to show sensitivity to a museum/historic house environment, where attention to security, and to the care of the collection and fragile interiors, is paramount.
- Demonstrable ability to work co-operatively with other departments to achieve organisational goals.

Desirable

- A relevant degree or professional qualification.

Hours

This role is offered on a full-time basis at 37 hours/5 days per week. Working days will include one weekend day per week. There will be occasional evening overtime for which time off in lieu will be given.

Annual Leave

26.5 days per annum plus an additional privilege day taken on or near Christmas Eve.

Pension Benefits

The post holder will be entitled to join the Civil Service Pension Scheme

Other Benefits

Free entry to a wide range of other Museums & Galleries.
Interest free season ticket or bicycle loan.

Sir John Soane's Museum is an equal opportunities employer committed to equality, diversity and inclusion and welcomes applications from all backgrounds.

Application Process

If you are interested in applying for this role, please email your CV to recruitment@soane.org.uk with a covering letter detailing how your skills and experience meet the person specification. Please include the names and email addresses of two referees.

Application closing date: 14 March 2023

Interviews to be held: 31 March 2023

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