



Volunteer Coordinator

Job Description and Person Specification



Peterborough Cathedral is one of the finest Norman cathedrals in England. Founded as a monastic community in 654 AD, it became one of the most significant medieval abbeys in the country, the burial place of two queens and the scene of Civil War upheavals. The wider estate includes the Cathedral Precincts and a number of additional buildings and properties, many of them listed, that surround the Cathedral.

Today the Cathedral is the most significant building in a diverse and growing city, a tourist destination and a venue for exhibitions, cultural events, meetings and receptions. But at its heart it remains, what it has always been, a place of Christian prayer and worship, of ministry and mission; the 'Mother Church' of the Diocese of Peterborough and the seat of the Bishop of Peterborough and all its other activities contribute to or are part of that wider purpose that is spelt out most fully in the Cathedral's vision and values document published in 2019. (A copy of which is attached to this Job description)

Many people volunteer at the Cathedral, performing a wide range of duties. It is very much hoped, that these volunteers will continue to give their time and energy, but equally it is even more important as we emerge from our periods of 'lockdown' that the Cathedral attracts new support, so we can continue to deliver our objectives.

We seek an energetic and enthusiastic individual to develop the volunteer recruitment activity and to work closely with the team to ensure all the time our volunteers give, is used wisely. It is a very exciting time to join the team, and applications are especially welcomed from those with experience in the volunteering sector.

The Role

To develop a vision for the role of volunteers at Peterborough Cathedral with the support of the Head of Education and Learning, other heads of department and the Chapter of Peterborough Cathedral. In pursuit of that vision, to recruit, train, manage and develop the volunteers who support all aspects of the life and work of the Cathedral.

The Volunteer Coordinator is responsible to the Head of Education and Learning.

Volunteer Coordinator Responsibilities:

To liaise with all Cathedral departments to identify and assess the extent of volunteering needs and opportunities in the light of current practice, planned future activity and new audiences for the Cathedral.

To assist the Chapter of Peterborough Cathedral in developing a Vision for Volunteering, including a strategy for recruitment from sectors of the wider community currently under-represented in the volunteering body

Create and maintain a directory of the city's major employers who support volunteering initiatives and having designed suitable attraction tactics, execute a plan to secure new volunteers working with these partners.

To recruit, train and support volunteers across all departments, working as appropriate with agencies and organisations in the wider community, with the aim of increasing the diversity of volunteers

To develop volunteer role descriptions which support the aspirations for engaging new audiences and delivering an inspiring visitor experience.

To manage volunteers with an appropriate system of continuing training, supervision, monitoring and appraisal to enable the development of individual volunteers and, where necessary, call them to account

To implement best practice in the recruitment and management of volunteers, including supporting the application process, equal opportunities, training, Health & Safety, safeguarding etc.

To maintain records, monitor volunteer satisfaction and implement quality control measures.

To implement systems to encourage and report volunteer feedback to continuously improve opportunities

To celebrate the achievements of all volunteers and to ensure their recognition.

To liaise with department managers and coordinate rotas for volunteer activities such as exhibitions and events

To line manage the volunteer safeguarding administrator and work closely with the Cathedral safeguarding officers for protection and wellbeing of children, young people and vulnerable adults

To compile an annual report on the number of volunteer hours and the financial benefits of volunteer activity

To undertake such administrative or other duties and responsibilities as appropriate to the role or as requested by the Line Manager

To maintain principles of confidentiality and integrity in all aspects of the work

To utilise local and national networks to promote volunteering

The Ideal candidate:

Essential	Desirable
<ul style="list-style-type: none"> Ability to act according to the Cathedral's core values of Joyfulness, Generosity, Inclusivity and Integrity. 	
<p><u>Knowledge and Experience</u></p> <ul style="list-style-type: none"> Experience of working in an environment where paid and voluntary staff work alongside one another Previous working in a matrix management organisation or where partnerships with multiple stakeholders was in operation. Experience of and aspiration for developing policies, strategies and training programmes that seek to further diversify the volunteer workforce. Proven experience in evaluating, monitoring and reporting. Able to give examples of effective undertakings in a team and also as an individual. Relevant qualifications. 	<ul style="list-style-type: none"> Knowledge of the principles of safeguarding Some experience following HR guidelines and policies An understanding of how new volunteers might be attracted to work at the Cathedral.

<p><u>Skills</u></p> <ul style="list-style-type: none"> • Excellent organisational skills, with an ability to plan, prioritise work and meet deadlines • Ability to initiate, develop and implement good practice • Strong leadership and management skills, and experience of managing complex activities. • Good IT and administrative skills • Excellent communication skills including the ability to deliver confident presentations to small and large gatherings. • Highly organised with the ability to work well under pressure and deliver to deadlines. 	<ul style="list-style-type: none"> • The capacity to plan, implement and monitor an agreed budget (or willingness to acquire the financial skills necessary) • Understanding of safeguarding issues and practices
<p><u>Personal attributes</u></p> <ul style="list-style-type: none"> • Personal qualities necessary to supervise, motivate and enthuse the volunteer population. • Tact, diplomacy, courtesy, respect for others, and willingness to give constructive negative feedback if required. • The ability to relate well to a variety of people, to staff, the congregation, volunteers and members of the general public • Ability to work as a flexible and enthusiastic team member both within the Education team and across the Cathedral. • Ability to uphold and conform to the requirements of the Cathedral's Safeguarding policies • Supportive of the Cathedral's Christian ethos and vision. • Willing to lead by example and share in the supervision of events as a duty manager if required 	<ul style="list-style-type: none"> • Willing to learn new skills and undertake training • Understanding of, sympathy with and willingness to promote the aims and purposes of the Cathedral, its mission and ministry

What we can offer

As well as a beautiful working environment and the opportunity to work with a great team of people, we can offer:

Contract

- Full time permanent contract.
- Three months probationary period.
- 40 hours per week, 8 hour working day on a rota basis / flexible working pattern.
- There are events which happen outside of the usual Cathedral opening hours and the post holder may be required to support these events so a flexible working approach will be employed.
- 25 days holiday per year + 8 bank holidays.
- There are events which happen outside of the usual Cathedral opening hours and the post holder might on occasion be expected to be flexible with the structure of their working week when large numbers of volunteers are working.

Remuneration

- Salary £22,500 per annum.

Pension

- The post-holder will be enrolled into the pension scheme.

Further information and how to apply:

Please apply using the application form available on our website and ensure you attach a covering letter, outlining why you believe you would excel in this role. Please send them to the Dean's P.A by E. Mail to the following address: dean.pa@peterborough-cathedral.org.uk to be received no later than **noon on Friday 16th July 2021**.

Interviews are provisionally scheduled for **Wednesday 21st and Thursday 22nd July 2021 in Peterborough**.

- All employees are required to abide by the Safeguarding, Health & Safety, GDPR and other general Cathedral Policies.
- All Cathedral employees are required to undertake all appropriate training as and when it becomes available.
- You may be required to undertake other tasks as necessary for the smooth running of the Cathedral, as directed by the Chapter through the Dean.
- Peterborough Cathedral is an equal opportunities employer.
- Disclosure and Barring Service. This role will be conditional upon receipt of a satisfactory DBS check.

The Chapter of Peterborough Cathedral take the safety of everyone within the Cathedral very seriously and expects that everyone will work within the Cathedral safeguarding policy. In particular, the Cathedral expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately raise this with the Cathedral Safeguarding Officer or the Diocesan Safeguarding Adviser (DSA) or Assistant DSA.