

Volunteer Recruitment and Support Officer The Belper North Mill Trust

The Belper North Mill Trust, a registered charity, runs Strutt's North Mill which is a small independent, accredited museum and part of the Derwent Valley Mills World Heritage Site. The visitor attraction consists of a museum with collections relating to the local cotton spinning and hosiery industries, a tourist information point (the Derwent Valley Visitor Centre) and a small shop. These are all run by volunteers as are additional activities including education groups, group visits (both within and outside ordinary opening hours), walks and talks. There are plans for these activities to be extended. The Trust employs a part-time manager.

The museum is open to the public:

From March to October - Wednesday to Sunday 11.00am to 4.00pm; November and February Saturday & Sunday 11.00am to 4.00pm; and is closed in December and January.

About the role

The position involves:

- Delivering a programme of volunteer recruitment, induction, training, development and support
- Ensuring the efficient operation of the museum and visitor centre and other associated activities including managing the volunteer rota

Additionally the role is to provide general administrative and operational support as required.

Hours and salary

The position is a 20 hours per week role with the pay rate linked to the National Living Wage, currently £7.83 per hour. A flexi-time working system will apply and working from home is an option for part of the role.

Statutory holiday allowance applies which is inclusive of Bank Holidays. As a tourist related business the role will require some weekend, Bank Holiday and evening work for which time off in lieu will be offered.

You will be responsible to the Manager.

Main duties

The Volunteer Recruitment and Support Officer will be responsible for:

- Managing the weekly volunteer rota for the museum and visitor centre and other associated activities
- Advertising for and developing new ways of attracting volunteers
- Actively promoting volunteering in all parts of the community
- Interviewing prospective volunteers
- Delivering the induction process for new volunteers and supporting them in their training
- Improving volunteer retention through monitoring, training and developing the volunteer offer and experience
- Supporting existing volunteers
- Encouraging volunteers to develop new skills and new ways of interpreting the heritage of the Belper Mills site and the wider area
- Organising workshops and events for volunteers
- Liaising with our Derwent Valley Mills World Heritage Site partners in the delivery of volunteer support
- Maintaining volunteer records and statistics

Other duties

- Managing group bookings and other activities
- Ensuring that activities and special events are well publicised
- Providing back up cover during opening hours in the museum if required
- Ensuring that the museum and visitor centre operate efficiently
- Any other administrative tasks as might be deemed reasonable within the general framework outlined above

Person specification

Essential skills and personal attributes

- Excellent communication and interpersonal skills with the ability to motivate
- Good verbal, literacy and numeracy skills
- The ability to manage and prioritise workload and to work independently with minimum supervision, as well as part of a team
- The ability to learn quickly and to use initiative
- Well-developed IT skills and familiarity with MS Office applications or equivalent
- Experience of working / dealing with members of the public.

Desirable skills and experience

- Experience of working in a heritage or visitor attraction
- Office experience
- Experience of working in the voluntary sector
- An interest in local history and heritage and / or leisure and tourism
- Social media expertise

How to apply

Please forward a short accompanying letter with your CV, outlining your interest in this position, together with the names and full contact details of two referees, one of whom should be your most recent employer. Applications should be structured to show how each of the essential skills has been met plus any of the desirable skills. Wherever possible, applicants should have visited the museum before submitting an application.

Applications may be sent by e-mail or in hard copy to the Company Secretary

By e-mail: companysecretary@belpernorthmill.org.uk

Or to: The Company Secretary, The Belper North Mill Trust, Strutt's North Mill, The Derwent Valley Visitor Centre, Bridgefoot, Belper, Derbyshire DE56 1YD

The closing date for applications is Friday 28 September

Interviews are most likely to be held in the week commencing Monday 8 October. Please state in your application any dates on which you are not available for interview.

The Belper North Mill Trust reserves the right not to appoint if no suitable applications are received.

10 September 2018

The Belper North Mill Trust - Registered Charity No. 1068485 & Company No. 3509183