

JOB DESCRIPTION

JOB TITLE:	Volunteer Co-ordinator	JE NUMBER: A13594
DIRECTORATE:	Culture and Community Wellbeing	BAND: 6
RESPONSIBLE TO:	Cultural Services Manager	
RESPONSIBLE FOR:	Volunteers Leisure,	
MAIN PURPOSE OF POST:	Responsible for sourcing, training and managing volunteers for Cultural Services.	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	To lead the new volunteer programme for Cultural Services. To work with both internal and external stakeholders and the wider voluntary sector to establish, launch, promote and run the programme and develop future strategy.
2.	To develop the new volunteer role descriptions and lead on recruitment. Advertise the opportunities for volunteers through a variety of channels and work with other organisations in the area to attract volunteers. To contact and interview prospective volunteers through emails, telephone calls, and in person. To administer all required checks and all application forms.
3.	Recruit approximately 100 new volunteers. Develop and deliver a volunteer induction programme and ongoing training plan to include, for example, health and safety, customer service and IT systems etc
4.	To schedule volunteers as required by the operational needs of the service. Take responsibility for all volunteer matters and ensure duty managers are updated and communicated with effectively. To maintain volunteer records including personal information, attendance, performance, risk assessments and any ongoing issues.
5.	Lead, manage and develop volunteers to support the delivery of cultural services. Research and implement relevant volunteer procedures eg Volunteer Grievance Procedure.
6.	To be the first point of contact for volunteers, and support in all areas of their volunteering. To arrange all uniforms and to administer all volunteer expenses, and any related schemes. To arrange regular volunteer team meetings. To organise regular volunteer “thank you” events.
7.	To create a welcoming volunteer community in Cultural Services, which is clearly focused on delivering the service in line with the Council plan and values.
8.	To use the service’s IT systems, including the ticketing system (currently “Spektrix”) and room allocation system (currently “Artifax”), and resource scheduling system as required.
9.	To manage the budget for volunteer activities, including: uniforms, travel expenses, marketing and procuring IT system for scheduling of volunteers and thank you events.

10.	To work in conjunction with the Premises Managers, the Programme and Hire Manager, the Tourism and Museums Supervisor, Marketing and Sales Manager and other managers within the service to achieve the objectives of Cultural Services.
11.	Undertake such other duties and responsibilities that are equal/similar to the responsibility level and grade of the post as may be determined from time to time by the Cultural Services Manager in consultation with the postholder

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change - The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	X

Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Volunteer Co-ordinator	JE NUMBER:	A13594
DIRECTORATE:	Leisure, Culture and Community Wellbeing	DATE:	July 2025

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	People Management Skills Customer service skills Good communication skills – verbal and written. Inter-personal skills. Ability to work on own initiative, or as directed Ability to deal with confrontation/diffuse difficult situations Excellent IT skills Administrative skills in managing rotas and records Budget management skills	Application Form/ Interview
Desirable		
•	Well-developed analytical and problem-solving skills. Experience in a similar position in an arts or heritage organisation Collaboration and partnership working skills	Application Form/ Interview
EXPERIENCE		
Essential		
•	Previous experience working with volunteers Previous management experience of persons working in a team situation. Previous experience in dealing/helping with the general public/customers. Previous management of personnel in a front-line service. Previous experience in coordination, support, communication	Application Form/ Interview

Desirable		
•	Experience working in arts/ heritage sector Experience with working with resource scheduling software Experience in developing policies and procedures Experience in planning a recruitment campaign Experience in budget management Experience in organising small events Experience in training and inducting new members of the team	Application Form/ Interview
QUALIFICATIONS		
Essential		
•	Management Training (ILM Level 3 or equivalent) Customer Service Training	Certificates
Desirable		
•	Accessibility Training Health and Safety Training	
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value. For leaders, it is about scanning the political context and	Interview
Level: 2		

	taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level: 2		
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level: 2		
Leading & Communicating	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
Level: 2		
Collaborating and Partnering	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however</p>	Interview
Level: 2		

	uncomfortable	
Developing self and others	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
Level: 2		
Delivering Value for Money	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
Level: 2		
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	Interview
Level: 2		
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture</p>	Interview

Level: 2

where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly