



Volunteer Coordinator (0.5 FTE Fixed term for duration of NPO funding, until March 2026)

Main Duties and Responsibilities:

We are recruiting a Volunteer Coordinator to coordinate the recruitment and management of volunteers. They will facilitate the development of the volunteer programme at the National Football Museum through creating and delivering a Volunteer Strategy and liaising with colleagues to ensure a positive and tailored experience for all volunteers at both the main museum site in Manchester and the Museum Resource Centre in Preston.

Role family: Content

Line Manager: Communities and Public Programmes Manager

Band: D (pro-rata)

Management / Supervision:

Volunteers

Overall purpose of the post

- To manage the museum's volunteer programme
- To develop the volunteer programme through creating a Volunteer Strategy
- To support *Football Creates* outcomes through the delivery of volunteer opportunities and engagement

Key responsibilities

Volunteer Management:

- To coordinate the volunteer programme at the museum, acting as a first point of contact for colleagues and volunteers
- To lead on the induction of volunteers, developing a standardised process to ensure that all volunteers receive the same standard of care and that all relevant checks are carried out
- To be responsible for the ongoing management of volunteers, in particular their development and wellbeing, and ensuring that colleagues follow volunteer management processes
- To administrate the volunteer programme, including the creation of volunteer rotas, programmes, expenses and other administrative tasks as required

Programme Development:

- To develop a '*Football Creates*' Volunteering Strategy for the museum with input from colleagues and existing volunteers, to support access and inclusion for under-represented groups and equity across the programme
- To support and develop opportunities for volunteers to actively engage with *Football Creates* and to deliver it through the volunteering programme
- To support the delivery of NPO Activity Plan and Investment Principles Plan by engaging volunteers in the delivery of relevant outputs and supporting colleagues to do the same
- To lead on the recruitment of volunteers through developing relationships and partnerships, attending relevant events and marketing the programme through other suitable channels

Staff Development and Support:

- To support colleagues to develop and maintain other relevant policies and procedures relating to the volunteer programme, ensuring best practice and the implementation of any required legal standards
- To support colleagues to develop volunteer roles within their departments, and to champion the programme across the museum
- To support colleagues to manage volunteers effectively through the development and delivery of staff training and the creation of relevant processes to support them

Other:

- To monitor the success of the volunteer programme through data collection, evaluation, feedback and reports, and to use this to improve the programme and support future developments
- To manage the volunteer database, conforming to data protection legislation
- Manage work placements and internship schedules
- To be responsible for the submission of volunteer stories and volunteer news to the NFM internal newsletter and digital channels
- To manage volunteering budgets as agreed with the Communities and Public Programmes Manager
- Any other duties consistent with the level of the post

KPIs:

- Numbers of volunteers active in the museum
- Volunteer satisfaction and feedback
- Delivery of Volunteer Strategy
- NPO Activity Plan

Health and Safety Responsibility:

- Employee
- Volunteers and placements

Essential Knowledge, Skills and Experience

- Experience of managing volunteers including induction, ongoing people management, and review and exit procedures
- Experience of identifying volunteering opportunities and working with colleagues to develop and recruit them

- Knowledge of relevant policies and legislation, including those relating to safeguarding, equality, disability and data protection, and an understanding of how they relate to volunteer programmes
- An understanding of Health and Safety requirements and how these relate to volunteer programmes
- Experience of working with databases and spreadsheets (or similar) to manage volunteer data, rotas and other administrative information

Desirable Knowledge, Skills and Experience

- Experience of developing initiatives to increase participation of underrepresented and minoritised groups in volunteer programmes or other activities
- Experience of developing partnerships to support and deliver volunteer opportunities
- Experience of working with people with additional needs, and supporting them to access volunteering opportunities or other forms of engagement

Essential Personal Qualities and Abilities:

- Excellent time management skills and ability to juggle a varied workload
- Self-motivated and able to work both alone and as part of a team
- Good 'customer service' skills, and ability to engage with a variety of clients on a day-to-day basis to encourage engagement and build relationships
- Good verbal and written communication skills, and experience of communicating with a range of audiences
- Ability to work towards targets and to evidence progress for KPIs and reporting
- Ability to manage discrete budgets
- Ability to work evenings or weekends, depending on programme need (e.g. to support community events or sessions)
- Willing to undertake an enhanced DBS check