



Job Title	Volunteering Development Manager
Department	Volunteer Engagement (Central)
Directorate	Content & Programmes
Location	IWM London
Reports to	Head of Volunteering and Engagement
Salary	Circa £31,000 per annum
Duration	Permanent
Normal Working Hours	36 hrs net per week
Contract	IWM Trading Company

We are one of the world's leading authorities on conflict and its impact on people's lives – from 1914 through to the present day and beyond. Our collections are filled with personal stories and experiences, inspiring powerful and often conflicting emotions. We aim to share these stories with as many audiences as possible across the world in a way that engages and challenges them, increasing understanding of why we go to war and the effect that conflict has on people's lives. In other words, we expect our stories to change the way people think about war.

We rely on our staff to help us achieve this aspiration. You should be able to demonstrate the skills and competencies set out below, but equally we are looking for people who believe in what we do and who we are, and can treat every colleague, customer or visitor with respect, courtesy and honesty. We expect our staff to work flexibly and with enthusiasm. These are the qualities that make IWM such an extraordinary place to work.

Purpose of the job

You will be expected to work both independently and part of the volunteer engagement team across all of our five branches. You will line manage Volunteer Team Leaders and support approx. 70 members of staff from across different departments who involve volunteers. You will also coordinate communications both up and down in order to achieve quarterly milestones and deliver key priorities of the Volunteer Engagement Strategy.

You will manage all elements of the Volunteer Programme across London Branches: Churchill War Rooms, HMS Belfast and Lambeth Road, driving the delivery and development of all services at these sites. You will be responsible for all volunteer led activities as well as building a positive volunteer culture internally and externally. You will be expected to build partnerships within the community to explore new roles, offers and approaches to inclusive volunteering to achieve IWM's aims and goals by involving volunteers in all we do.

You will work with both staff and volunteers, to improve skills and confidence and ensure that they are fully trained and prepared for their role. As a champion of values and behaviours, you will promote an open and professional culture. We're looking for someone who has experience in developing others. Grounded in the best volunteering practices, you will bring experience and a willingness to innovate.

You will use your imagination and creativity to support the Head of Volunteering & Engagement in the development and delivery of the Volunteer & Engagement Strategy and Activity plan to meet the needs of IWM.

Key duties

You will be expected to work independently as well as collaborating with different teams in order to contribute to and deliver the priorities of IWM - using your knowledge, skills, talent and potential to the best of your ability. You will lead on structured recruitment campaigns and ensure all volunteers are fully inducted and are fully aware of IWM procedures and risk assessments.

You will utilise data and evidence to inform programme development, be responsive to needs (volunteers, organisation/stakeholders and beneficiaries) and solve problems.

You will identify and implement learning and development needs for both yourself, your staff and your volunteers and undertake any necessary training as may be required.

You will focus at all times on delivering excellent customer service, ensure value for money at all times while being professional, courteous and demonstrating the behaviours and attributes expected of all IWM people.

You will also adhere to all corporate standards, and use corporate systems as directed to ensure consistency of service, brand and operational standards.

You will support the Head of Volunteering in the development of corporate and departmental strategy and initiatives.

You will be expected to create regular reports, evaluation and deliver presentations to communicate the impact and success of the volunteer programme.

You should be able to lead, manage and motivate your staff, partners and volunteers in order to get the best out of them. You should believe in the IWM cause and commitment to a volunteer ethos.

You should be an experienced leader of volunteers, who can demonstrate an ability to manage a broad range of responsibilities, working across departments effectively, working with individuals, partners, staff and volunteers.

In addition, your duties will include:

Leadership & strategic direction

- To implement the Volunteer & Engagement Strategy and Activity plan to meet the needs of IWM at your branch(es)
- Promote and continue to build a positive culture of engagement that values the work of IWM's volunteers alongside staff.
- To utilise the full strength and talent of our workforce (voluntary and paid).
- Liaise with external bodies who develop and engage volunteers.

Recruitment, training and development of volunteers

- Achieve a thriving volunteer effort and excellent visitor experience by developing and running volunteer recruitment campaigns, identifying new and innovative way to increase volunteer participation, support critical IWM stakeholders with their strategic needs.
- Lead in designing and delivering Volunteer Inductions and other training programmes.
- Build and sustain relationships with local organisations, community venues, heritage partners and projects to support recruitment.

Volunteer Management Development

- To take responsibility for the effective management and leadership of the Volunteer Team Leaders, including facilitating appropriate professional development, and appraisals through Clear Review.
- Ensure that all Volunteer Line Managers are fully trained and prepared for their agreed roles at IWM, and that they comply with IWM standards and policy.
- Developing, reviewing and maintaining departmental standards in relation to recruiting, training and overseeing the welfare and impact of volunteer and staff partnerships.

- Lead peers in training and good practice through the regional and National Volunteer forums (HVG, CVCF, Share East, LHVG)
- Deliver presentations and workshops at local and national seminars and conferences to showcase the volunteer programme and impact.

Programme Development

- To ensure volunteer engagement continues to align closely with and underpin IWM strategic goals
- To increase volunteer participation and contribution through mutually valued opportunities
- Develop the volunteering programme to champion diversity within the volunteer teams
- Develop the volunteering programme as a place for people everywhere to seek us out as the place to volunteer to help make accessible, preserve and tell the stories about past conflict and contemporary world
- Develop and scale up volunteer operation in response to need and informed evidence/ feedback from critical stakeholders
- Increasing staff participation in the volunteer programme through the promotion and support and line management of volunteers
- Ensure a safe working environment for volunteers and the members of public they work with, including the development of appropriate risk assessment and ensuring compliance with IWM procedures in relation to fault reporting and necessary training

Financial Management

- To monitor your branch(es) budgets and adhere to IWM financial procedures.
- Accurately manage and report on the budgets as relevant to your branch(es), this will include core Museum budgets and monies from external funders.

Measuring and Reporting on Impact and Success

- Support the Head of Volunteering to promote the dissemination of the Volunteer Programme to cultural, learning and volunteer organisations through written reports and presentations
- To monitor, evaluate and report on the impact, success and development of the Volunteer Programme at your branch(es) ensuring that the programme delivers its objectives and audit requirements and that it is fit for purpose and its participants.

Welfare and recognition

- Act as one of the key sources of personnel and pastoral care support for volunteers, providing advice and guidance to both volunteer line managers and volunteers as may be required.
- Organise regular volunteer recognition events and activities.

On occasion, there will be some unsocial working hours with some weekends and evening working for which Time Off in Lieu (TOIL) is offered.

Continuous Development

You will be expected to stay informed and knowledgeable of latest practices in financial control management tools and procedures. You are responsible for setting out your learning and development needs and discussing what support IWM needs to provide you.

Our four values guide us in our day-to-day work but they also set principles for how we expect all of us to behave:



This job description is not all encompassing. The emphasis of the job may change without changing the general character of the job.

Your duties may be reviewed and revised in consultation with you to reflect appropriate changes.

Person Specification

	Essential criteria	How this will be assessed
1	Experience of managing and leading volunteers of all ages and abilities.	Application form and interview
2	Demonstrable line management experience OR experience of managing a team of over 50 volunteers.	Application form and interview
3	Proven ability to lead develop and support a high performing team.	Application form and interview
4	Experience of recruiting, inducting, training and retaining volunteers.	Application form and interview
5	Knowledge of best practice and new initiatives concerning volunteer engagement.	Application form and interview
6	Belief in IWM cause and commitment to a volunteer ethos.	Application form and interview
7	Good working knowledge of Microsoft Office packages and personnel/general database products.	Application form and interview
8	Experience of managing budgets.	Application form and interview
	Key competencies	
9	Continuous Improvement	Interview
	<ul style="list-style-type: none"> • Takes an active role in encouraging and implementing new ideas. • Demonstrates a creative and flexible approach. • Uses delegation and coaching to help others to develop new skills. 	
10	Delivering Results Through People	Application form and interview
	<ul style="list-style-type: none"> • Displays a strong results focus and consistently delivers positive outcomes. • Recognises priorities and aligns the efforts of individuals and teams accordingly. • Removes or overcomes obstacles to effective performance. Ensures that everyone knows that 'performance matters'. 	
11	Team working & Collaboration	Application form and interview
	<ul style="list-style-type: none"> • Develops positive and productive relationships with colleagues at IWM and other organisations. • Encourages the team to consult with and listen to others. Uses collaboration to deliver more effective solutions. 	
12	Creating an Audience Centred Culture	Application form and interview
	<ul style="list-style-type: none"> • Encourages and demands our audience is at the centre of the team's and IWM's thinking and action. • Encourages all to engage with, respond to and broaden the audience base using our brand values to underpin all activity. 	
13	Promoting Diversity	Interview
	<ul style="list-style-type: none"> • Encourages the team to develop a better understanding of visitors and staff from non-traditional backgrounds. • Demonstrates a personal commitment to fairness and equality of opportunity. Decisively tackles approaches or attitudes that are biased. 	
14	Digital Acumen	Application form and interview
	<ul style="list-style-type: none"> • Maximises opportunities to use digital technology. 	

15	Communicating Effectively	Application form and interview
	<ul style="list-style-type: none"> Communicates confidently and precisely when speaking and writing. Changes the style of communication to match the needs of those present. Listens carefully and gets to the key issues quickly. 	
	Desirable	
16	<ul style="list-style-type: none"> Qualification in volunteer management or project management 	Application form and interview
17	<ul style="list-style-type: none"> Experience of working with and supporting socially excluded individuals with a wide range of abilities and needs. 	Application form and interview
18	<ul style="list-style-type: none"> Experience of using Better Impact (volunteer e-management system) 	Application form and interview
19	<ul style="list-style-type: none"> Experience of working in the museum sector 	Application form and interview

Additional Information

Benefits

The benefits listed below are discretionary and IWM reserves the right, with due notice, to vary or withdraw them at any time. All such benefits apply during the course of your employment only.

- Our generous full-time equivalent annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years
- Access to our Pension Scheme arrangements including employer contributions.
- 20% discount in all IWM's on-site shops.
- A 25% discount in IWM's cafes.
- Free entry to a large number of other museums & galleries and their exhibitions which we have reciprocal arrangements with.
- Enhanced maternity and paternity benefits dependent on length of service.
- Access to our in-house training programmes and development
- Access to an interest free season ticket loan scheme after three months service.
- Access to a Ride 2 Work Scheme
- Access to our Employee Assistance Programme, and Career Development Advice.
- IWM staff also have access to The Charity for Civil Servants services and support.
- Eligibility to join the Civil Service Sports Club, securing additional discounts and benefits.
- Access to social events run by groups with IWM.

Selection

The candidates who appear from their application to best meet the essential criteria will be invited to interview. It is thus essential that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed on your application form. Applications by CV only will not be accepted.

To Apply

Apply online via our website www.iwm.org.uk/corporate/jobs

Please note we do not accept only CV's, you will be required to fill in an online application form.

If you have any queries please contact us at careers@iwm.org.uk

The closing date for receipt of applications is 9 am, Friday 12 August 2022.

Interviews will be held on Friday 19 and Monday 22 August 2022. Please note that the interview dates has been specifically chosen according to the availability of the panel. You are advised to keep this date free if you are interested in this vacancy. We are unable to reschedule interviews.

We regret that if you have not heard from us within three weeks of the closing date your application, in this instance, has been unsuccessful.

IWM is committed to a policy of Equal Opportunities.

We miss out when people feel IWM isn't for them, and are committed to removing and reducing barriers to make IWM open to everyone.

Our Access and Inclusion strategy has been developed to promote openness, equal opportunities to access, inclusivity and encourage diversity in everything that we do, from employment practices, the services we provide to our visitors to the facilities we make available to public.

At IWM we seek to address the need for greater diversity within our workforce as well as the wider museum and heritage sector. In all our practices we embrace diversity and promote equality of opportunity and we welcome applications from suitable candidates of all backgrounds.

IWM is committed to safe recruitment and all necessary disclosure and barring checks are mandatory, with higher level checks including Barred Lists for all sensitive roles.