

# Volunteer Manager

Nottingham Castle Trust is seeking an experienced Volunteer Manager to lead the development and operation of all volunteer activities at Nottingham Castle when it re-opens following a £30,000,000 transformational redevelopment project.

Reports to: Chief Executive Officer

Direct Line Management: volunteers

## JOB SUMMARY

- To lead on the creation and development of Nottingham Castle Trust's volunteer programme, creating all relevant recruitment and operational systems and processes
- To identify opportunities to rapidly grow and also retain the number of volunteers at Nottingham Castle
- Working with the CEO and HR Manager to ensure the right policies and procedures are in place in order to support the volunteer team
- To lead on the recruitment, induction, training, management and retention of volunteers, so volunteers can be effective in supporting the volunteer requirements of the Castle
- To ensure volunteers are supported, empowered and have the essential materials and skills to carry out their roles effectively and ultimately have a great experience throughout their time at Nottingham Castle
- To deliver all volunteer elements of the NLMHF Activity Plan in conjunction with the Learning Development Officer and Community Engagement and Participation Officer
- To regularly review and update volunteering recruitment channels, policies, procedures and systems and ensure they are understood and followed by all concerned
- Lead on the induction, training and support for all volunteers at Nottingham Castle in order to create a 1 Team culture, enabling the paid staff and volunteer staff to work closely and effectively together for the good of the Castle and its visitors
- To work collaboratively with all departments at Nottingham Castle Trust including: education, visitor experience, fundraising, retail, administration, finance, marketing and communications, in order to identify new and existing opportunities for volunteers
- To work with and support all Nottingham Castle staff members who are managing volunteers in their day to day roles, ensuring they are supported and have the skills, knowledge and training to manage volunteers effectively
- To work to deliver agreed objectives associated with the Volunteer Manager role and meet KPIs in order to deliver the volunteering programme for Nottingham Castle

- Ensure that Nottingham Castle Trust follows best practice and complies with all current legislation in relation to volunteering, with all volunteer activity being carried out in a safe and legal way
- Be the safeguarding lead for volunteering, and represent volunteering at operational health and safety meetings
- Be the champion at Nottingham Castle Trust for volunteering both internally and externally
- Be the ‘go to’ person for volunteering at Nottingham Castle
- Work closely with the communications team to raise awareness of the impact and benefits of volunteering through all communications channels
- Monitor, evaluate and report on the volunteer programme on a regular basis; including the effective management of an expenditure budget for the volunteering programme and ensuring all volunteer records are up to date on Nottingham Castle Trust’s database
- Ensure GDPR compliant mechanisms for recording and accurately tracking all aspects of volunteer recruitment, retention, outcomes and impacts
- Be responsible for dealing with any issues or concerns related to volunteers, including challenging volunteers or situations arising from the work of our volunteers
- Ensure the best outcomes for individual volunteers and Nottingham Castle Trust
- To develop and implement an effective communication plan for all volunteers (supported by the marketing and communications team) including e-newsletters, utilising social media channels and events
- To investigate and develop a rewards and recognition scheme for all Nottingham Castle volunteers, so that volunteers feel valued as part of the wider Castle Trust operational team

## **GENERAL DUTIES / RESPONSIBILITIES**

### **Knowledge required**

- Extensive experience in all volunteer processes
- Experience of managing budgets
- Understanding of the not-for-profit sector, preferably within a heritage setting
- Experience of marketing, communication and design
- Experience of retention and loyalty schemes

## **Experience**

- Proven track record and experience of managing volunteers
- Significant managerial experience gained in the not for profit sector, preferably within a heritage setting
- Experience of working with partners and other stakeholders
- Use of analytics and management systems
- Experience of leading and developing high performing, motivated teams

## **Skills**

- Inspiring and engaging leader
- Volunteer focussed
- Results orientated
- Numerate and analytical
- Collaborative
- Good presentation skills
- Excellent organisational and planning skills
- Excellent people skills
- Ability to work at pace
- Resilient
- Creative

## **Terms of Appointment**

Location: Ideally the post holder become part of our wider support team and will live locally

### **Hours**

This is a full-time, permanent role. 37.5 hours per week (20 days holiday + 8 statutory bank holidays – 28 days total)

### **Remuneration**

£23k

### **Application Process**

Interviews will be held on 17<sup>th</sup> December.

Covering letter and CV to be submitted to [mthackeray@nottinghamcastletrust.org](mailto:mthackeray@nottinghamcastletrust.org) by the 6<sup>th</sup> December 2019

### **The Organisation**

Nottingham Castle Trust has existed since 2013 to work with Nottingham City Council on the development of the Castle scheme and to raise funds towards the capital project. In addition, the Trust has worked locally and nationally to raise awareness of the project and its significance for the city as a tourist destination.

The Trust is a registered charity with an experienced and active Board led by Professor Ted Cantle. Following a competitive tender, the Trust was appointed operator designate in 2017.

## Mission

To inspire people with the real and imagined events that shaped democracy and human rights, especially the ever resonant story of Robin Hood and Rebellion; to become a top attraction for people from far and wide to discover Nottingham's rich history and heritage and the creativity within our collections.

## Values

- We will place our visitors at the heart of everything we do and ensure an inspirational visit
- Our visitors, staff and partners will be treated with respect and we will always try to overcome barriers to visiting and enjoying our site
- We will support our local community and keep them close
- We will be a learning environment, using our stories to challenge and excite further enquiry

## The Project

A major £30,000,000 project, supported by the City Council, NLHF and a number of national foundations and local businesses, is transforming Nottingham Castle into a major heritage destination and tourist attraction for up to 400,000 visitors a year. The aim is to create an entertaining day out for families and independent adults that is a 'must see' destination for local visitors and tourists alike.

All parts of the site are being repaired and renewed from the caves that run through the Castle rock to the Castle that sits at the top of the rock. As well as securing the site's important medieval heritage there are two built interventions on the site: a new visitor centre containing a café, shop and ticket desk is being built in the grounds and a major development of a stable block will provide a highly interactive, participative gallery on Robin Hood asking the question of 'if he didn't exist why have we needed to invent him over and over again?'

A Rebellion gallery will tell the stories of rebellions that occurred on the site of Nottingham Castle that have given us our rights and responsibilities as a citizen today.

Nottingham Castle's exceptional collections will be displayed in permanent galleries on the first floor of the Castle investigating the rich history of items designed and made in Nottingham: medieval alabasters, Nottingham stoneware, the Arts Council designated lace collections and the fine art and decorative art collections.

A fully conditioned temporary exhibition space will house touring exhibitions from major galleries in the UK and beyond. The grounds are being redeveloped to show as much as possible of the medieval remains of the Castle whilst opening up vistas to the city and providing spaces for visitors to take part in programmes and events in the grounds. In the inner moat a children's adventure playground based on the forest lair of Robin Hood will provide a fun opportunity to be at the tree top level in the moat. Within the grounds is an animated trail of significant remains telling the stories of the Castle from medieval fortress to besieged Parliamentary stronghold. A land train is available for visitors

who need help getting from the base of Castle rock up to the castle and a strong community and learning programme is already underway.

### **Short history of Nottingham Castle**

For a thousand years Nottingham Castle has dominated the city of Nottingham. Over the centuries the Castle has been a potent symbol of oppression and a target for dissent and rebellion; a strategically important centre for trade and political power it has witnessed conflicts that have shaped the modern world. The Castle is also the home of Robin Hood one of the world's most enduring legends, his stories and the legacy of his legend is an important part of the redevelopment.

The Castle was a major medieval fortress and occasional royal residence. Charles I raised the Royal Standard here to start the English Civil War in 1642 after which the Castle was demolished to avoid it being reused for military purposes. The Duke of Newcastle purchased the site in 1663 and built the Ducal Palace, which, despite being attacked by rioters in 1831, looks as it did in the late 17<sup>th</sup> century.

In the 1870s, inspired by the V&A, the Ducal Palace was adapted to become the first public gallery outside London. The intention was to bring the best art to Nottingham as inspiration for the city's thriving lace industry. The museum continues to house the city's collections - many of which reach the National Standards for Designation. The historic site also includes the remains of the medieval castle and a unique system of man-made caves and passages under the Castle.

Ends

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