



# Volunteer Development Manager Job Description



**Image: Student from Imperial College London delivering a tour to visitors, 2019.**

## **Help:**

If you would like to know more about this position, or need support with your application please contact [jobs@chelseaphysicgarden.co.uk](mailto:jobs@chelseaphysicgarden.co.uk)



This role is supported by the National Lottery Heritage Fund

## **Volunteer Development Manager Job Description**

Job Title: Volunteer Development Manager  
Position: 3-year Fixed-Term Contract  
Hours: Full time 35 hours per week  
(including some evenings and weekends)  
Salary: £25,000-£28,000p.a.  
Holidays: 25 days per year + Bank Holidays  
Responsible to: Deputy Director, (Visitor Experience)  
Location based at: Chelsea Physic Garden, 66 Royal Hospital Road,  
London, SW3 4HS.

### **About Chelsea Physic Garden**

Chelsea Physic Garden is an independent charity set up in 1983 to promote and preserve the four-acre garden of the same name. The charity's mission is to demonstrate the medicinal, economic, cultural, and environmental importance of plants to the survival and wellbeing of humankind. Together as a small, dedicated team of staff we benefit from the knowledge and support of volunteers in almost every area of our day-to-day operations.

There has been a Garden on our site since 1673. We are in a period of large-scale project development, as we move toward a celebration of our 350<sup>th</sup> anniversary in 2023. The first phase of the project is focused on the ambition to restore and re-present our Glasshouses and their important and fragile collections. There is a major capital fundraising appeal supporting this process.

As part of our ongoing audience development work, this newly created role will be key in achieving our ambition to better support existing and diversify our volunteer body as part of our commitment to invest in our people. Volunteers support almost every area of our operations, and we want to ensure that we are supporting and developing their skills effectively.

### **About the Role**

Chelsea Physic Garden is seeking to appoint our first Volunteer Development Manager (VDM) to support the delivery and implementation of our Volunteer Development Strategy. The postholder will support managers and project leads understand the value of and to identify volunteering opportunities within their departments. They will ensure that the opportunities are attractive to and support the recruitment of a broader cultural and socio-economic demographic of volunteer than is currently represented at the Garden.

The postholder will support managers to ensure that all volunteers, existing and newly appointed, are provided with development opportunities across the organisation.

The postholder will be responsible for ensuring that we achieve our key strategic aims in relation to volunteer development to:

1. Enhance training and support of CPG volunteers.
2. Create a wider range of opportunities for volunteering.
3. Build awareness of CPG volunteering internally and within the local community.
4. Diversify our volunteer body.

The VDM will be responsible for achieving the targets and success measures identified in the National Lottery Heritage Fund application relating to volunteering and will work closely to support the overall project milestones and targets.

The postholder will report to the Deputy Director (Visitor Experience) and be supported by the voluntary Head of Volunteers to achieve these ambitions. Ultimately this position will support volunteers and/or provide guidance, training and support, resources and tools to staff and other staff/volunteers who supervise volunteers.

## **Key areas of responsibility**

### **i. Strategy and Organisation**

- Deliver the strategy for Volunteer Development at the Garden.
- Work with managers and project leads to develop opportunities, such as new volunteer roles, and reconcile any challenges.
- Work in partnership with organisations, community groups and individuals to identify barriers for volunteer engagement across Chelsea Physic Garden to help to address them, thereby supporting the delivery of our organisational mission and values.
- Support the review of new volunteer recruitment and training programmes. Working with peers to establish a core training programme and role specific training for volunteers.
- Conduct ongoing evaluation of the programmes and services delivered by volunteers and implement improvements, as necessary.
- Advise, deliver, and monitor a programme of training for managers in the ongoing management and development of volunteers.
- Produce a Volunteer Handbook to support volunteers, and additional policies and procedures to support volunteers and staff in relation to volunteering.
- Ensure that all activity supports the achievement of any identified targets, success measures or goals identified in the National Lottery Heritage Fund supported project and any activity or action plan.
- Launch the Volunteer Hub for CPG (on Raiser's Edge), and lead on staff training.
- Be an advocate and champion for our volunteers at all opportunities.

### **ii. Implementation**

- Develop and implement goals and objectives for the volunteer programme which reflect the agreed strategy.

- Assess and agree with managers a priority programme of volunteer integration and delivery.
- Write volunteer role overviews in consultation with managers as appropriate.
- Work with managers to recruit and train volunteers pertinent to the priority programme and ensure that their induction and ongoing development needs are recognised and met.
- Develop and implement an interview protocol for potential volunteers to ensure the best match between skills, qualification and interests of the volunteers and the needs of the Garden.
- Ensure that all reference requests and any screening required is undertaken and followed through according to the volunteer assignments being undertaken.
- Conduct ongoing evaluation of the programmes and services delivered by volunteers and implement improvements, as necessary.
- Develop and administer forms and records to document the volunteer activities and report these as required.
- Create opportunities to celebrate the work of volunteers through feedback, recognition and certificates marking length of service.

### iii. Operation

- Support the delivery of a volunteer induction day to increase understanding of the Garden, its visitors, its services and the role and responsibilities of volunteers.
- Support the Head of Volunteers and Volunteer Leads to ensure that volunteer check-in procedures are followed, and records of volunteer hours are maintained, on the new Volunteer Hub platform.
- Ensure that volunteers receive the appropriate level of supervision and care to succeed in their roles.
- Assist with conflict resolution amongst visitors, staff, and volunteers according to procedures.
- Establish and implement a process for evaluating the contribution of individual volunteers.

### Skills and Expertise

Skills and Experience	Essential/ Desirable
Track record of volunteer management across a range of roles and functions.	E
Experience of supporting volunteers from recruitment to the end of their volunteering commitment.	E
Ability to motivate and inspire peers and volunteers	D
Experience of monitoring and evaluating projects	D
Knowledge of current trends, resources and information relating to the voluntary sector	D
Ability to work as part of a small team	D

Self motivated and proactive	E
Excellent communications skills (written and verbal)	E
Knowledge of MS Office programmes, and 'Volunteer Hub' software	E
Knowledge of working in value-led organisations such as charities, or the cultural sector	E
An interest in Gardens or Garden history and a willingness to understand basic botany and the role of a modern Physic Garden	D
An interest in working sustainably in a time of climate emergency	E

### **Additional Information:**

Chelsea Physic Garden is committed to being an equal opportunities employer.

Our organisational values are:

- Inclusion
- Sustainability
- Openness & Transparency
- Respect & Care
- Discovery & Enrichment

This creation of this role has been made possible by the support of the National Lottery Heritage Fund.

### **Terms and Conditions:**

This is a full-time post for a three-year fixed term. The post holder will be required to work an average of 5 days per week, but the nature of the role means that flexibility over the days and hours worked is required to meet the needs of the business. There is a requirement to work regular weekends and bank holidays as part of a roster, for which time off in lieu will be provided.

Salary: Competitive, commensurate with experience. £25,000 - £28,000

The Garden operates a salary exchange pension scheme with Royal London. The equivalent contribution rates are 5% employer and 3% employee at the end of the probationary period.

Total of 33 days holiday, annually, including statutory holidays.

The role is based at Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS. There will be possibility for some flexible working, but the post holder will need to regularly be onsite.

### **Dates:**

Closing date for applications: Sunday 27<sup>th</sup> June 2021, **5pm**

1<sup>st</sup> Interview: Wednesday 7<sup>th</sup> & Thursday 8<sup>th</sup> July 2021

2<sup>nd</sup> Interview: Tuesday 13<sup>th</sup> July 2021, PM

If you are unable to attend any of the proposed interview dates please include this information in the email accompanying your application.

1<sup>st</sup> Interviews can be held either in-person at Chelsea Physic Garden or digitally depending on the needs of the candidate. If you have a preference please indicate this in the email accompanying your application. Ideally 2<sup>nd</sup> Interviews will take place in-person, but again adaptations can be made if required.

**Returning your application:**

Please complete the job application form and equal opportunities form and email them to [jobs@chelseaphysicgarden.co.uk](mailto:jobs@chelseaphysicgarden.co.uk)