



Volunteer Manager Role Profile



Image: A member of the Growing Friends volunteer group, who propagate and care for plants to sell.



Help:

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

Volunteer Manager Role Overview

Job Title	Volunteer Manager
Position	Permanent contract
Hours	Full time 35 hours per week (including some evenings and weekends)
Holidays	25 days per year + Bank Holidays
Manager	Deputy Director (Visitor Experience)
Location	Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS. Flexible working available.

1. Equal Opportunities

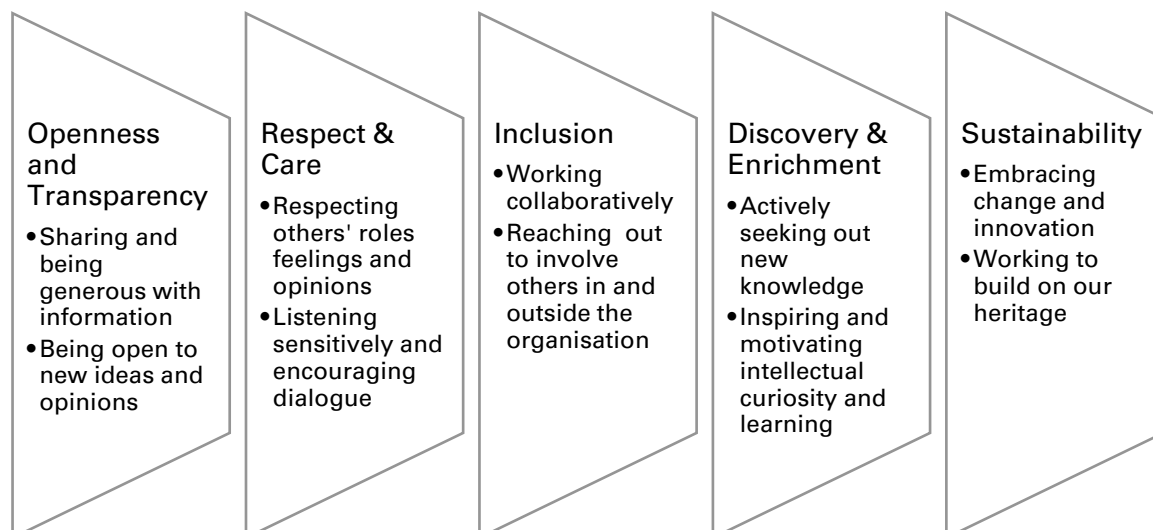
Chelsea Physic Garden is a place for everyone. As an equal opportunities' employer, Chelsea Physic Garden is committed to championing equality, diversity, and inclusion in our workplace. If you are a suitably qualified applicant, we encourage your application whatever your age, disability, gender, gender identity, race, religion or belief, sexual orientation or socio-economic background.

2. About Chelsea Physic Garden

Chelsea Physic Garden (CPG) 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. There has been a teaching Garden on our site since 1673. Today we are a Garden for All.

3. Our Values

We have a set of five inter linked reinforcing values that support each other



4. About the Role

The Volunteer Manager is a key role in our commitment to invest in our people. Our 130 current volunteers support almost every area of our operations, and we want to ensure that we are supporting and developing their skills effectively.

They will support the delivery of our Volunteer Development Strategy (2020 – 2024) and develop the next Volunteer Strategy for the organisation. The postholder will work with appointed Volunteer Leads across the organisation to ensure volunteers are supported in a consistent and fair manner.

They will ensure that volunteering opportunities are enriching for applicants. They will work with Volunteer Leads to support the recruitment of a broader cultural and socio-economic demographic of volunteer than is currently represented at the Garden.

The current strategic aims in relation to volunteer development are:

1. Enhance training, support and enrichment opportunities for volunteers.
2. Create a wider range of volunteering opportunities.
3. Build awareness of CPG volunteering internally and within the local community.

The postholder is responsible for achieving the targets and success measures identified in the Activity Plan of the Glasshouse Restoration Project, supported by the National Lottery Heritage Fund.

The postholder reports to the Deputy Director (Visitor Experience). The volunteering community is represented by the voluntary Head of Volunteers, who the postholder supports and meets regularly with.

5. Key areas of responsibility

5.1 Strategic Planning and Advocacy

The Volunteer Development Strategy was created as part of the Glasshouse Restoration Project, supported by the Heritage Fund. The strategy, to be delivered between 2021 – 2024 outlines targets, success measures and goals to develop our existing volunteering programme.

The Volunteer Manager will develop the next volunteering strategy to transition key learnings from the Glasshouse Restoration Project into core delivery.

The postholder is an advocate for volunteers at every opportunity. They will conduct ongoing evaluation of the programmes and services delivered by

volunteers and implement improvements, as necessary. This is supported by the group of Volunteer Leads from across the organisation who oversee and supervise volunteers in specific areas such as learning, horticulture, retail and guiding. Externally, the Volunteer Manager draws attention to the volunteering programme at Chelsea Physic Garden and supports the Marketing team to produce volunteer-centred content, particularly during Volunteers Week.

5.2 Investing in People: Training & Development

The Volunteer Manager supports volunteers at every stage of their time with Chelsea Physic Garden. All volunteers receive induction training and refresher training in key areas such as Health & Safety and Safeguarding. They co-ordinate this programme, alongside additional training such as 'Retelling Our Stories: Approaching the Colonial History of the Garden' which was first delivered in 2023.

They provide a valued programme of enrichment for volunteers, from skill development to trips to other organisations.

A monthly newsletter for all volunteers is produced by the Volunteer Manager. They also supports the Director to deliver the Quarterly Staff & Volunteer Meetings (online) in a relevant and engaging way to volunteers.

5.2 Operations

Volunteers contribute to the operations of the Garden on a daily basis. "Better Impact" is the software programme used by CPG to support the co-ordination of volunteers and to track of volunteered time. The Volunteer Manager is the Better Impact 'Super User'. They produce quarterly reports on volunteer engagement and time donated to the Garden.

The Volunteer Manager undertakes administration for the volunteering body recommending updates and creating policies and procedures for approval by the Senior Leadership Team. They ensure that expenses submitted are paid. Alongside business as usual, the Garden has a programme of large scale events that require additional support from volunteers, including the Christmas Fair and Chelsea History Festival as well as occasional VIP tours.

Our volunteers need varying levels of support to succeed in their roles. The Volunteer Manager will identify the right level of support for roles and ensure that all volunteers feel cared for. The Volunteer Satisfaction Survey is run every two years, alongside regular evaluation.

Volunteering projects that have launched in recent years include, the Youth Panel, Community Garden Volunteers, Oral History Volunteers. These projects require additional support from the Volunteer Manager as they become embedded within the organisation, enabling the Volunteer Manager to focus on future opportunities such as the development of a special interest tours

programme. In rare cases, the Volunteer Manager will be required to assist with conflict resolution amongst staff, visitors and volunteers according to established procedures.

6. Person Specification

Knowledge Skills and Experience	Essential/ Desirable
Track record of managing a team of volunteers (across a range of operational areas)	E
Experience of supporting volunteers from recruitment to the end of their volunteering commitment.	E
Self-motivated and proactive	E
Excellent communications skills	E
Knowledge of working in value-led organisations such as charities, or the wider cultural sector	E
An interest in working sustainably in a time of climate emergency	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
Knowledge Better Impact software	D
An interest in Gardens or Garden history	D

7. Competency Framework

We have a set of eight competencies that are common to all employees. Within the framework each competency has four levels. These relate to the level at which individual roles need to operate. The competency assessment for this role is set out below and more information will be provided upon interview.

	Competency	Descriptor	Level for this role
1	Leadership	Responsible for reinforcing good teamwork and work performance in the team by own example	2
2	People Management	Works closely with other staff members and volunteers to deliver shared goals.	1
3	Analysis and use of Evidence	Handles more complex information and data; takes action to resolve more difficult problems for others; takes routine decisions	2

4	Communication	Communicating with staff at all levels including more senior staff both internally and externally; written work may include discussion papers, project documentation and more complex technical documentation	3
5	Collaborative Working	Dealings with a wide range of internal and external contacts; developing a network of contacts; working level negotiations	3
6	Delivering Results	Responsible for delivering own work to time and standard; takes responsibility for the work of others; manages routine risks	2
7	Using and Managing Resources	Responsible for limited resources, mainly own time; contributes to business planning process	1
8	Know How	Has specialist expertise in own work area and understanding of related fields. Can advise and coach others in own specialism.	2

8. Additional Information

This role is supported with funding from the Heritage Fund and Chelsea Physic Garden.

The post holder will be required to work an average of five 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. 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.

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.

Dates:

Closing date for applications: Sunday 9 July 2023 **Midnight**

1st Interview: Tuesday 18 July 2023

2nd Interview: Monday 24 July 2023

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

1st 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 2nd 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