JOB DESCRIPTION

**Job Title** Volunteer Coordinator

**Reports to** Interpretation Manager

**Term** Part-time (18.75 hours a week over 5 days), permanent

**Salary Range** £30,000 pro rata (£15,000)

**About the Food Museum**

The Food Museum connects people with where food comes from and the impact of our food choices: past, present and future. We use our collections, buildings, landscape and programmes to explore our main themes: Grow, Make, Eat.

We work with a wide range of partners to produce inclusive and diverse programming which speaks to 21st-century audiences. We want everyone to see themselves reflected in the work we do. We aim to be relevant, challenging and sustainable.

We care for 17 historic buildings set in 84 acres of countryside, in the heart of Stowmarket, Suffolk. The museum is a charity supporting the community and we undertake a wide range of social projects and programmes. We seek to maintain high professional standards in the presentation and protection of our collection, buildings and site and continually improve our practice.

**Purpose of the Job**

The Volunteer Coordinator will manage the museum’s volunteering programmes. They will implement and develop the volunteering strategy and be the first point of contact for volunteers. They will represent the museum, build partnerships and share and promote the museum’s work to grow volunteering.

**About The Kitchen Project**

The role is funded by The National Lottery Heritage Fund as part of The Kitchen Project, a multi-year programme of activities and capital works. The project will deliver 5 years of exciting and engaging collaborative programmes of activities and exhibitions, including creating new opportunities for volunteering. It will transform the presentation of a series of buildings on the museum’s large 84-acre site. This includes re-presenting a historic Victorian factory space, the Grade II\* Queen Anne House Abbot’s Hall and our Grade II\* Medieval Barn. For more information, visit the Projects section of our website.

**Who are we looking for?**

We are looking for someone who has excellent people management skills, is outgoing and friendly, but also able to deal sensitively and firmly with any personnel issues that might arise. You need to be organised, as keeping track of onboarding and volunteer paperwork is an important part of the job. You should be committed to the museum’s mission and have a wide-ranging interest in people and enthusiasm for food.

**What will the job involve?**

1. Main duties:
2. Own the Volunteering Strategy. Be the museum’s champion for volunteering.
3. Recruit and manage volunteers, working creatively to provide opportunities to engage others with the work of the museum, including building corporate volunteering.
4. Deliver an excellent onboarding experience for volunteers.
5. Organise and deliver volunteer communications, meetings and social events to help keep volunteers motivated and to build a sense of community and collective endeavour.
6. Maintain close relationships with other staff to understand how volunteers can be integrated into the museum’s work. Liaise with the teams over placements.
7. Manage the volunteering inbox and keep accurate and up-to-date records.
8. Be the key point of contact for the museum’s volunteers, dealing with issues if they arise.
9. Support workforce development, organising training and trips for staff and volunteers, including organising safeguarding training.
10. Act as a designated Safeguarding lead.
11. Build partnerships and relationships outside the museum. Act as an ambassador for the museum. Build relationships and partnerships with identified target audiences and look for opportunities to engage them with the museum’s volunteering.
12. Support the delivery of museum events, learning, marketing and fundraising.
13. **Key relationships will be with the Interpretation Manager, Collections Assistant, Learning Manager and the Estate team.**
14. **This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.**
15. Staff must be aware of and abide by the museum's policies. All staff must work in such a manner as to ensure their own safety and the safety of others – including members of the public – and report to their manager any hazards, dangerous occurrences or dangerous equipment they see, and any accident they are involved in or that they witness.
16. The post holder may be expected to travel occasionally in the UK.

**Skills and Experience – what we require**

If you are unsure about any of this or would like to talk to someone about whether your experience is applicable, please get in touch.

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| **Essential criteria – you need to have these** | | **How this will be assessed** |
|  | Understanding and commitment to the museum’s remit | Application form and interview |
|  | Strong people management skills; experience of dealing sensitively with personnel issues | Application form and interview |
|  | Demonstrable commitment to diversity and inclusion and appreciation of the needs of diverse audiences | Application form and interview |
|  | Accurate record-keeping and administrative skills | Application form and interview |
|  | Good organisational skills, able to manage events and catering and travel for groups |  |
|  | Good communication skills, including a strong awareness of how to write for different audiences | Application form and interview |
|  | Willingness to work flexibly and pragmatically, as part of a busy organisation | Application form and interview |
|  | Good computer literacy, fast and accurate typing skills | Application form |
| **Desirable criteria – it would be a bonus to have these** | | |
|  | Experience of working with or managing volunteers | Application form and interview |
|  | Driving license | Application form |
| **Behaviours – how we expect you to act** | | |
|  | Be creative and imaginative: identify opportunities to deliver added value, be inquisitive, curious and thoughtful; be able to solve problems and think for yourself | Interview |
|  | Be effective and efficient: take responsibility for managing own work; stay focused on getting the job done; have a can-do approach; plan and think ahead and make decisions mindful of their cost and environmental impact | Interview |
|  | Be tactful and collaborative: work well and supportively with other staff, volunteers and external people | Interview |
|  | Communicate clearly: be precise and assertive – especially when dealing with difficult issues. Think about how to talk to people to get the best out of them. Listen to and respect diverse voices. | Interview |

**Additional Information**

**Terms**

* Your total hours of work will be between 18.75 per week over 5 days. We anticipate that this will be 3.75 hours a day, for example, 9am–1pm (with a 15-minute unpaid break). We are looking for someone who can commit to a regular pattern of work. It may be possible to accommodate flexibility over days for the right candidate.
* The successful candidate will be on probation for 6 months.
* There is a requirement on occasions to work unsocial hours or at weekends for which leave in lieu will be granted.

**Benefits**

* Your total hours of work will be between 18.75 per week over 5 days. We anticipate that this will be 3.75 hours a day, for example, 9am–1pm (with a 15-minute unpaid break). We are looking for someone who can commit to a regular pattern of work. It may be possible to accommodate flexibility over days for the right candidate.
* The museum has a pension plan to which the successful candidate will be signed up.
* As a member of staff, you are entitled to free personal entry to the museum and for museum-organised ticketed events which take place on site.
* Nominated Guest Pass: You can nominate another adult (partner, parent or friend) to receive a pass to site. Any dependent children under 18 can also be issued with a free pass.
* 20% discount in the café. There is also a staff menu with reduced prices on fixed takeaway deals.
* 10% discount on shop products.
* Free tea and coffee
* Free parking in the museum’s car park

**Scoring**

We will score candidates against the criteria listed under ‘Skills and Experience’. The top-scoring candidates will be invited to interview. It is essential that your application form addresses the criteria fully. The Museum is committed to equal opportunities and welcomes applications from candidates of any and all backgrounds. As part of our commitment to diversifying the workforce, we offer guaranteed interviews to people from diverse cultural backgrounds and candidates who have hidden or physical disabilities who meet the essential criteria.

**To Apply**

1. Please apply using the museum’s application form only. We will not look at CVs or additional documents which are submitted.
2. In the personal statement section, please list the criteria under ‘essential’ and ‘desirable’ and set out how your experience relates to the things we are looking for.
3. Please label your application form with your name and submit it in either Word or as a pdf.
4. You need to complete a separate Recruitment Monitoring Form and submit it with your application. Please label this RMF and add your initials, as in ‘RMF XX’
5. Email both completed forms to [jobs@foodmuseum.org.uk](mailto:jobs@foodmuseum.org.uk)

**The closing date for receipt of applications is Sunday 21 September 2025 at midnight.**

**Interviews will take place on Friday 26 September.**