



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Visitor, Volunteer &amp; Groups Co-ordinator</b>
<b>HOURS:</b>	Full time including Saturdays during the open season (April to October). Four days a week during the closed season (November to March) 1,673 total hours (92% of FTE)
<b>RESPONSIBLE TO:</b>	<b>Visitor &amp; Volunteer Manager</b>
<b>RESPONSIBLE FOR:</b>	Volunteers (pool of currently approx. 100 rising to 200)
<b>KEY RELATIONSHIPS:</b>	Property & Estate Manager, Administrator, Curator, Tearoom Manager, Seasonal Front of House staff, Learning & Outreach Officer
<b>SALARY:</b>	<b>£20,912.50</b> (£22,730.97 per annum FTE)

### **PURPOSE OF THE JOB**

To assist the Visitor & Volunteer Manager with all aspects of the day-to-day running of Kelmscott Manor and volunteer activities during its Open Season as well as volunteer administrative activities & training during the Closed Season.

To be responsible for organising volunteer rotas and assist with volunteer recruitment & training.

To be responsible for the Group visit bookings throughout the season, liaising with other staff as appropriate.

Working with the Business Development Manager, to be responsible for the administration of the Supporter /Friends of Kelmscott Manor scheme working with other staff to recruit and retain.

### **MAIN DUTIES AND RESPONSIBILITIES**

*Key responsibilities:*

#### **1. Admin & Volunteers**

- to assist with the recruitment and training of new volunteers
- to be responsible for the online volunteer management system including communication, rotas, and training documents
- to ensure that the volunteer rota is efficient for open and group days



- to provide leadership and supervision of volunteers as directed by the Visitor & Volunteer Manager
- to answer general enquiries and provide information on Kelmscott Manor facilities.

## 2. Group Bookings

- to be responsible for the timetabling of group visits and ensure that all relevant information is sent to group leaders in advance of their visit.
- to liaise with the Tearoom Manager regarding pre-booked catering requirements.
- to liaise with the Administrator regarding invoicing etc.
- to liaise with the Visitor & Volunteer Manager regarding volunteer cover for group visits.
- to be the main point of contact for groups when they are on site.

## 3. Visitor Experience & Operations

- to be responsible for opening and locking buildings on site as required.
- to welcome and orientate visitors.
- to provide invigilation in the period rooms as required, ensuring the security of the collections and responding to visitor enquiries/feedback.
- to oversee volunteer rota changeovers during open days.
- to assist with daily set-up and end-of-day procedures.
- to issue entry tickets and provide till cover as required.
- to drive the electric shuttle bus for visitors when required.
- to assist with occasional out-of-hours events.
- to be responsible for the processing and safe accounting of cash, cheque, and credit card transactions.
- to monitor all aspects of the site, its use, and its enjoyment by visitors.
- to assist with learning & outreach group visits as appropriate.

## 4. Fundraising & Supporter Scheme

- to act as member liaison for the Supporter / Friends scheme and to process applications (new and renewals).
- to train seasonal front of house staff in the benefits of the Supporter / Friends scheme and how they can sell and process applications.
- to contribute to and support the administration of Supporter / Friends benefits e.g. drafting newsletters.
- to maintain the database of Supporter / Friends and donors and all other administration, including Direct Debits, relating to the scheme.
- working with the Business Development Manager to ensure Friends are invited to special events, ensuring they get priority booking and discount to paid events and general marketing.
- to contribute to and support fundraising and sponsorship initiatives as required.



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#### 4. General

- to work within and implement the Society's policies on security, disaster, emergency procedures and health & safety.
- to always take reasonable care of your own health and safety and to maintain an awareness of the wellbeing and health & safety of Volunteers.
- To undertake any other tasks and duties reasonably required by the line manager.



**PERSON SPECIFICATION**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Training, Experience and Qualifications</b>	
<ul style="list-style-type: none"><li>• Experience of providing excellent service to the public</li><li>• Experience of working or volunteering within a heritage environment</li></ul>	<ul style="list-style-type: none"><li>• Experience or understanding of Friends/memberships schemes</li><li>• Experience of administration</li><li>• Experience of working with volunteers</li><li>• Understanding of Gift Aid Schemes</li></ul>
<b>Knowledge and Skills</b>	
<ul style="list-style-type: none"><li>• Demonstrable understanding of the principles of excellent customer care and visitor service</li><li>• Ability to plan effectively, often under pressure, and work to deadlines.</li><li>• Ability to work well within a team as well as on own initiative.</li><li>• Excellent oral and written communication skills</li><li>• Full driving licence</li></ul>	<ul style="list-style-type: none"><li>• Good level of IT skills, including MS Office</li><li>• First Aid Certificate</li></ul>
<b>Interpersonal Skills</b>	
<ul style="list-style-type: none"><li>• Maintains and expects high standards of honesty and integrity.</li><li>• Keen to develop new skills in self and others.</li><li>• Able and willing to work with a diverse range of visitors and colleagues.</li><li>• Reliable and punctual</li><li>• Approachable with a positive and enthusiastic attitude</li><li>• Committed to equal opportunities and inclusivity.</li><li>• A flexible approach to meet the ad hoc demands of the job</li></ul>	
<b>Circumstances to consider</b>	
<ul style="list-style-type: none"><li>• To be prepared to be flexible in working hour patterns.</li><li>• There will be a requirement to work both indoors and outdoors.</li><li>• A commitment to Kelmscott Manor's environmental/ 'green' action plan.</li></ul>	
<b>Physical/ Health Requirements</b>	
<ul style="list-style-type: none"><li>• Standing for long periods necessary</li><li>• Work entails reasonable lifting of heavy/ bulky objects within published health and safety guidelines on manual handling.</li></ul>	