

## Job Description – August 2019

**Job Title:** Volunteer Coordinator (Part-Time)

**Grade:** C

**Department:** Human Resources

**Line Manager &  
Head of Department:** Head of Human Resources

**Closing Date:** 22<sup>nd</sup> September 2019

### **Introduction to working at St Paul's Cathedral**

St Paul's draws together a very diverse set of activities, projections and aspirations. It is the Cathedral of the Diocese of London and the seat of its Bishop, a national church and an international spiritual focus, a space for worship and holiness, a place of debate and challenge, an icon of resilience in the face of adversity, an architectural heritage centre, a partner in the City of London, and a commercial enterprise. In addition to holding four services every day (five on Sundays), St Paul's is open for sight-seeing six days a week, and in 2018 welcomed over 850,000 paying visitors.

### **Our Mission Statement**

St Paul's Cathedral seeks to enable people in all their diversity to encounter the transforming presence of God in Jesus Christ.

### **Our Vision**

- St Paul's is seen primarily as a living Christian Church
- We will be a centre for welcome, worship and learning, and through our care and imagination, will inspire successive generations to engage with the richness of the Christian faith and its heritage.
- Working with the Bishop and Diocese of London and the wider Church, we will be a spiritual focus for people across London, the nation and a broader international audience.
- Our work will promote dignity and justice for everyone.

## **Our Values**

**Welcome** – we all offer a warm inclusive welcome to everyone: our colleagues, volunteers and each and every visitor

**Responsible** – we are all responsible for each other and for part of the whole of the Cathedral's work, not the whole of a part

**Effective** – we are professional and do what we say we are going to do

**Nourish** – we have a learning culture, not a blame culture

## **Purpose of the Job**

This new part-time role within the Human Resources Department is the Volunteer Coordinator for the Cathedral, where we have a decentralised approach to volunteering, with local operational managers for each of the volunteering teams, who may be paid staff or themselves volunteers. The central Volunteer Coordinator works in partnership with the local managers responsible for our varied and distinctive volunteering teams and coordinates volunteering activity to create and deliver an excellent volunteering programme with the scale and scope to support our mission and vision and ambitious plans. The main task initially is to ensure there are effective and compliant management policies, systems and training for volunteers to meet our obligations and agreed standards and so volunteers feel involved as part of the Cathedral Community, and are trained, motivated, engaged, valued and fulfilled from their contributions to the Cathedral's work. The Volunteer Coordinator works with and through the local managers to ensure full compliance with the policies and standards agreed by the Chapter, our governing body.

## **Main Duties**

Under the direction of the Head of HR:

### **I. Volunteer Affirmation and Communication**

- a) To be a visible, hands-on support and contact point working alongside the local operational volunteer team managers, influencing and gaining support from the varied range of stakeholders as we develop, improve and ensure full compliance of our volunteer programmes with agreed policies and standards.
- b) To develop policies to manage and deliver volunteer affirmation and communication across our volunteering programmes including to:
  - help the whole Cathedral affirm its volunteers;
  - ensure volunteers know they are part of the whole community and its values; and
  - encourage volunteers to have both realistic expectations and a framework of affirmations.

- c) To work with HR colleagues and the Internal Communications Group to develop and implement volunteer communication plans, as part of overall staff communications and using consistent messages; keep content and functionality of the relevant sections of the website and other communication channels up-to-date; review and develop the use of social media as a two-way communication tool for current and potential volunteers.

## **2. Management, Policies and Training**

- a) To develop and implement consistent policies and procedures throughout the volunteer programmes, including: recruitment; issuing volunteer agreements; DBS/security; induction and awareness of our values, Code of Conduct and accountability of volunteers; expenses; training and development, in particular training on welcome to all our visitors through 'St Paul's Way', safeguarding, health & safety and security; supervision and support; complaints handling; record-keeping/reporting (both by the local team and in the central database), compliant with data protection policies; affirmation & recognition; spiritual nurture; on-going communication and successful departure.
- b) In particular, in connection with recruitment and working closely with HR colleagues: to be the first point of contact for general enquiries from potential volunteers and respond and resolve ensuring their experience is consistent with our values and standards; oversee recruitment and ensure compliance with recruitment policies and procedures, provide assurance on Safer Recruitment for volunteers in line with Church of England guidance, including taking up references; issue volunteering agreements and broaden the base and diversity of recruitment.
- c) To oversee volunteer training, working with the Training and Development Officer and within our training priorities and plans to apply best practice to our volunteer training, develop training for volunteers, sourcing externally where relevant and working with individual volunteer teams to oversee the growth and 'development journeys' for volunteers.
- d) To work with the Visitor Experience team colleagues and the Training and Development Officer on the formal Volunteer Guide Training Course as required;
- e) To carry out administration as required in implementing other policies and procedures such as complaints handling, record-keeping and planning and organising affirmation events and activities; and
- f) To manage volunteering budgets as relevant.

## **3. Volunteer Coordination and Best Practice**

- a) To keep up-to-date and support the Cathedral on volunteering best practice and be a champion for volunteers and volunteering throughout the Cathedral, increasing the richness of volunteer experiences and impact on our mission.

- b) To work in partnership with the current de-centralised volunteer management model and ensure appropriate tools are available for operational managers to deliver consistency, coordination and compliance and develop suitable measures of our volunteering programmes.
- c) To identify and develop areas where there is scope for expanding the range and type of volunteering opportunities, while working in particular on diversity and broadening the pool of volunteers, and engaging further with the Diocese of London. This may include varying the degree of commitment and widening the contexts for volunteer participation.
- d) In due course, when policies and procedures are embedded, to represent the Cathedral externally on volunteering matters and facilitate the transfer of volunteering best practice internally and among the range of stakeholders.

Any other appropriate duties that the line manager, senior management or Chapter may request from time-to-time.

The job description is an operational document that does not form part of your contract of employment. It may be that from time to time you are expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of your duties. St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

## **Person Specification**

We are looking for someone with:

### Knowledge and Experience

- Substantial experience of managing and growing a volunteering programme preferably in a visitor attraction or a customer-facing context;
- Good knowledge of volunteering legalisation and good practice, including data protection as it applies to volunteering;
- Proven experience of developing, writing and embedding policies and procedures in a relevant context;
- Demonstrable experience developing people, including through coaching;
- Proven experience of successful stakeholder engagement and networking;
- An awareness of, and preferably experience of, applying risk management systems;
- Proven success in volunteer communications and preferably social media in a volunteering context; and
- Preferably a Volunteer Management qualification.

### **Skills and personal attributes**

- Confidence and strong interpersonal skills to be able to engage positively with diverse groups of volunteers and colleagues;
- Excellent written and oral communication skills;
- Proven influencing skills, with a collaborative style and at ease with partnership working, through and with a range of stakeholders;
- Diplomatic but firm, with the gravitas to represent senior managers, including Chapter, to volunteer teams;
- Personally resilient and able to operate successfully where there are high expectations and in a context of change and uncertainty;
- Flexible approach, equally able and content to work hands-on while also able to think and deliver strategically;
- Demonstrable commitment to and the ability to hold diversity/difference;
- Intellectually curious and willing to challenge the status quo; and
- Good IT skills and understanding of databases, reporting and surveys.

The successful candidate will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.

### **Main Terms of Employment**

<b>Salary</b>	£20,544 per annum (FTE £34,240)
<b>Hours of Work</b>	Part-time 3 days per week. The volunteering activity at the Cathedral operates 7 days a week, 365 days per year, so although we anticipate agreeing with the successful candidate a 'usual' working pattern of days in the week, there is the requirement to be at the Cathedral on Saturdays and Sundays reasonably regularly, for which there will be time off in lieu.
<b>References and DBS</b>	Appointment is subject to satisfactory references and a Basic Disclosure from the Disclosure and Barring Service.
<b>Probationary period</b>	3 months
<b>Life Assurance</b>	A Life Cover scheme is in operation.
<b>Pension</b>	The Cathedral has a Group Personal Pension Scheme, with employer and employee contributions.

**Holiday**

25 days per annum plus eight statutory holidays pro rata.

In order to apply, please visit [www.cofepathways.org](http://www.cofepathways.org)

The closing date for applications is Sunday 22<sup>nd</sup> September 2019.

Interviews will take place on Wednesday 2<sup>nd</sup> October 2019.

If you wish to apply for the separate role of Visitor Experience Manager (Volunteers), please refer to that Job Description and apply through the relevant link on [www.cofepathways.org](http://www.cofepathways.org). The closing date for the Visitor Experience Manager (Volunteers) role is 25<sup>th</sup> September 2019. You may apply for both vacancies, but it is not possible to be appointed to both roles.