

Job Description

Post:	Operations Coordinator Permanent position from May 2018.
Salary Scale:	£12,397 which is pro-rata for 21 hours per week of a full-time salary of £20,661 (SCP 22)
Hours:	21 hours per week (full time being 35 hours per week)
Employed by:	Victoria Baths Trust
Reporting to:	Operations Manager

Purpose:

To encourage and enable people to support Victoria Baths through volunteering, help coordinate and oversee Trust visitor events and manage the tea room.

Responsibilities:

1. Organise and deliver activities to encourage people to volunteer at Victoria Baths.
2. Recruit, induct and train new volunteers, working alongside and supporting the Volunteer Team Contacts. Supervise and support all volunteers, for example in the tea room, shop, office, history group, stained glass workshop, during fundraising activities, on the welcome desk and tour guiding.
3. Assist in managing public events at Victoria Baths; work with other Trust staff and volunteers to organise and run Open Days and other events. This includes cash-handling.
4. Manage operation of the Victoria Baths Tea Room during Sunday Open Days, events and Wednesday Tour openings. Includes stock takes, stock ordering and storage, volunteer supervision, set-up and take-down.
5. Facilitate regular meetings of Friends and volunteers (usually monthly) and report on the meetings to the Trust Staffing, Volunteering and Governance Committee.
6. Maintain contact with volunteers using email, Mailchimp software, telephone and postal communications; provide regular feedback to volunteers on the value to the project of their activities.
7. Ensure volunteer contact details are recorded accurately, kept up-to-date and cross-referenced with other Friends data held. Oversee and monitor the recording of volunteering time.

8. Support the administration of the Victoria Baths office and delivery of events alongside other members of staff.

Work-related conditions:

To support the Equal Opportunities Policy of the Victoria Baths Trust

To identify own training needs

To be available to work flexible hours, including weekend working, with reasonable notice being provided

Person Specification:

ESSENTIAL:

1. Excellent interpersonal skills, comprising both written and oral communication.
2. Experience of working with volunteers, including recruiting, organising and supervising them.
3. The ability to be empathetic and provide motivational support to potential and existing Victoria Baths' volunteers.
4. The ability to use Microsoft Office to undertake office tasks, including Excel for stock management.
5. The ability to work independently, plan work schedules and use time effectively.
6. Experience of playing a key role within a team.

DESIRABLE:

7. Experience of managing a food outlet, e.g. a café or tea room.
8. A food hygiene qualification.
9. An understanding of the aims of the Victoria Baths Trust and how Friends and volunteers play a vital role within the project.