

Volunteer Development Manager
Human Resources Department

Up to £33,000 plus attractive benefits
Fixed term contract - up to 4 years

As we look to the future at the Royal Academy we are aiming to offer greater opportunities for people across all of our activities. With the help of the Heritage Lottery Fund, we have created an exciting new post to manage and expand our volunteer programme.

We are looking for a talented, motivated, hard-working and experienced Volunteer Development Manager. This role will help support outcomes for people alongside the Academy's ambitious Masterplan which will unite Burlington House and Burlington Gardens in time for our 250th anniversary in 2018.

You will initially review the Academy's existing approach to volunteering, apprenticeships, traineeships and work placements. Working across the Academy, you will then design and implement a best in class programme that both champions opportunities and establishes best practice.

You will lead on the delivery of a wide range of opportunities across the Academy and oversee the implementation and monitoring of the programme and provision of specialist support.

You must have a proven track record of developing and implementing volunteer strategies, ideally in a heritage, culture or arts setting.

An experienced recruiter, you will be comfortable leading fair selection processes and be able to demonstrate success in reaching a wide range of people to better reflect the demographics of London. Induction and ongoing training will form part of your accountabilities. You will also assist the HR team more broadly with the coordination of its staff training programme.

As an advocate for change, you must be able to demonstrate first class communication skills, both written and spoken. You will be confident, persuasive, collaborative and diplomatic in your approach. In return, we offer a rewarding position in a growing institution and the chance to be part of our future.

For an application form and details of how to apply, please visit the 'How to apply' section of our website.

Closing date for applications: 18 April 2014
Interviews will be held: w/c 28 April 2014

JOB DESCRIPTION

Job Title:	Volunteer Development Manager
Grade/Salary:	Up to £33,000 & benefits (Fixed term, f/t for up to 4 years)
Department:	HR
Reporting to:	Director of HR

Background to Post

The Royal Academy of Arts (RA) has been awarded a Heritage Lottery Fund (HLF) Grant to transform Burlington Gardens and Burlington House into a 21st Century campus fit for the future and run an associated programme of activity (the '*Reveal, Celebrate and Explore*' Activity Plan). The project will unify our two buildings, Burlington House and Burlington Gardens, by means of a new public link bridge, providing a single site capable of supporting new programming and projects that are centred on the unique heritage of the RA.

Reveal, Celebrate and Explore will focus on celebrating this significant heritage drawing together architecture, buildings, Collections and the stories of people present and past. For the first time the RA will make accessible significant parts of its Collections which until now have been largely hidden from public view. Our heritage will form the foundation and inspiration for a variety of activities and wide ranging events to explore and reveal the RA's architectural and cultural significance, history and its place as a landmark in the local area.

To help the project achieve its aims the RA will create new volunteering and training opportunities, and is looking for a motivated, hard-working and experienced Volunteer Development Manager to support the Activity Plan *and* staff working with existing volunteers. The Volunteer Development Manager will work across teams to help develop, resource and deliver the RA's volunteering requirements, champion volunteers and facilitate wider organisational change across the RA by establishing best practice in volunteering, placements, trainees and apprenticeships.

Key Responsibilities

1. Review volunteer practice across the RA. Develop a unifying strategy and system for the recruitment, retention, training and assessment of all volunteers, based on best practice and the needs of managers already working with volunteers. Implement such a system, once signed off by the RA's Executive and the HLF.
2. Be an advocate for the active involvement of volunteers across the RA's different departments, working with departments across the RA to develop both existing and new volunteer opportunities
3. Diversify the volunteer workforce so that it better reflects the demographics of London, and the currently under-represented audiences which are targeted in *Reveal, Celebrate and Explore*.

4. Manage and develop recruitment and induction programmes and create a handbook for volunteers. Offer advice and support to volunteers during their time at the RA, and to RA Departments working with volunteers
5. Work with RA Heads of Department to assess and meet their needs in terms of volunteer roles. Develop a system for the supervision, training and co-ordination of volunteers (e.g. through rotas or working up a pool of volunteers for the RA).
6. Organise and lead a quarterly 'Volunteer Forum' or equivalent for staff and volunteers, to gain feedback and continuously improve voluntary opportunities at the RA for all involved.
7. Recruit and support two new 'Heritage Trainees', ensuring they are equipped to carry out the tasks required of them and that they have a quality experience within the RA Departments that host and manage them. Look for other opportunities to develop further Heritage and Arts-based traineeships across the RA.
8. Develop work experience and work placement opportunities in general, but in particular to fulfil the ambitions of the Activity Plan. Implement an RA wide framework for offering work experience and work placement opportunities.
9. Develop apprenticeship opportunities at the RA. Working with the Development team, where appropriate, identify and pursue potential funding for these positions.
10. Develop and expand relationships with external organisations to maximise the opportunities for volunteering and placements within the RA and ensure that these are made available to a wider range of people through a fair selection process
11. Ensure that all activities are evaluated and monitored in accordance with the Activity Plan's Evaluation strategy, working closely with the RA's Audience Insight Manager.
12. Carry out all necessary administration tasks and record-keeping, to support the Project Director in reporting to the HLF quarterly.
13. Attend the RA's Activities Working Group (AWG) fortnightly, giving regular updates, including presentations and update notes, and carrying out any other tasks necessary, as agreed by the AWG, to ensure the Activity Plan is successfully delivered.
14. Work with the Finance Department to monitor and conform to budgetary requirements for volunteers, and ensure compliance with legislation within HR.
15. Work with the Marketing Team to promote all volunteer opportunities in the RA, advising on new methods of outreach and channels for recruitment, helping to unify external communication about volunteering opportunities with the public
16. Build and extend network of professional contacts to develop the RA's knowledge of current and best practice in the area, and participate in discussions on volunteering practice with staff and fellow professionals.

The successful candidate will have:

- At least five years' experience of working within a volunteer management context preferably in a heritage, cultural or arts setting
- Experience and understanding of community organisations and partnership-working
- Relevant qualifications, likely to be to degree level
- Experience of implementing organisational change within a medium- sized organisation
- Proven track record of developing volunteer policies, strategies and training programmes and diversifying the volunteer workforce
- Experience of monitoring and managing a budget.
- Experience of developing traineeships, volunteer opportunities and work experience programmes
- Ability to advocate for change within an organisation and influence across many departments
- A flexible, innovative and creative approach to work.
- Excellent interpersonal skills including tact and diplomacy.
- Ability to work collaboratively and to take responsibility when required.
- Excellent communication skills both written and verbal, including presentations.
- Competent use of MS Office, including Word, Outlook and Powerpoint
- Good logical, analytical and problem solving skills
- Effective time management and an ability to multi- task effectively
- Flexible, proactive and adaptable approach to working
- Ability to prioritise and to show initiative
- Great awareness of best practice within volunteering, particularly within an arts, cultural or heritage setting