



Job Description

Job title:	Volunteer Manager
Department:	Volunteering
Location:	Bristol Dockyards
Reports to:	Director of People and Development
Line Manager for:	Volunteer Officer (Seasonal)

About Bristol Dockyards

Bristol Dockyards is a leading visitor attraction on Bristol's vibrant harbourside, and an educational charity committed to creating a warm, inclusive and inspiring environment for our visitors, staff and volunteers. The organisation cares for the SS Great Britain, two museums – Being Brunel and the new Dockyard Museum, as well as the Brunel Institute. Our teams work collaboratively to inspire our visitors, engage local communities and welcome school groups, helping people of all ages to make meaningful connections with our heritage.

Role Purpose

To maintain, develop and grow an inclusive volunteer programme that attracts, supports and values people from diverse backgrounds, enabling them to develop their knowledge, skills and confidence while contributing to the delivery of Bristol Dockyard's strategy.

Main Responsibilities

Volunteer Programme

- Lead the delivery of an inclusive and sustainable volunteering programme that supports the Trust's strategic objectives and operational needs.
- Work with the Director of People and Development to develop a volunteering strategy to meet the aims and future needs of the Trust
- Actively engage with volunteers across the site, maintaining a visible presence and building professional, supportive relationships through regular conversation, encouragement and feedback.
- Supervise the Visitor Engagement Volunteers, and create daily rotas and schedules for all roles.

Volunteer Recruitment

- Develop and implement volunteer recruitment strategies that attract, engage and retain a diverse volunteer community
- Lead the planning and delivery of volunteering events, induction programmes and onboarding activities to ensure a positive volunteer experience from the outset.



Volunteer Experience, Learning and Development

- Create and deliver an outstanding volunteer experience by ensuring volunteers feel welcomed, valued, informed and supported throughout their volunteering journey.
- Develop and coordinate volunteer training, development and recognition programmes that build skills and confidence, ensuring that all volunteers have annual review sessions and regular check-ins.
- Gather, analyse and respond to volunteer feedback, using insights to continuously improve volunteering practices and programmes.

Stakeholder Management and Partnership Working

- Build and maintain effective relationships with volunteers, volunteer supervisors, managers and external partners, acting as the Trust's subject matter expert on volunteering.
- Support managers across the organisation to develop volunteer opportunities and ensure they are equipped to effectively manage and support volunteers within their teams.
- Represent the Trust in relevant external networks, identifying opportunities to share best practice, develop partnerships and enhance the volunteering programme.

Governance, Compliance and Operations

- Ensure effective systems, policies and procedures are in place to support volunteer management and maintain compliance with relevant legislation, including data protection requirements.
- Maintain accurate volunteer records and oversee the effective use of volunteer management systems and databases.
- Regularly review and update volunteering processes and guidance to ensure they remain efficient, effective and aligned with organisational requirements.

Impact and Management

- Monitor, evaluate and report on volunteer recruitment, retention, engagement and impact, providing insights to demonstrate the value and impact of volunteering.
- Manage the volunteering budget, ensuring resources are used effectively and deliver value for money.
- Line manage, coach and support the Volunteer Officer, fostering a culture of collaboration and professional development.
- Undertake any other duties reasonably required within the scope and level of the role.

Key Stakeholders

- Volunteers across the site.
- Visitor Experience and Operations Team.
- Head of People.
- Senior Management Team.

Health, Safety and Wellbeing

- Follow all safety guidance and emergency procedures.
- Take reasonable care of your own health and safety and wellbeing, and that of others.

BRISTOL DOCKYARDS

- Contributes to creating a safe, inclusive and accessible environment for colleagues and visitors.

General Responsibilities

- Demonstrates the Trust's values and behaviours in all interactions with visitors and colleagues.
- Follow all organisational policies including safeguarding, equality and diversity and data protection.
- Engage in training and learning opportunities to meet the requirements of your role.
- Undertake any other reasonable duties within the scope of the role.

Employment details

- The basic hours for the role are 36.25 hours a week.
- Flexibility may be required as the site operates 7 days a week.
- The notice period is a minimum of two month(s)
- Hybrid working arrangements are available, but the post-holder will need to be onsite at least 75% of the week due to the nature of the role.
- The role will include occasional weekend and bank holiday working.

Person Specification

Experience

Essential

- Experience of working with and managing volunteers, and a passion for volunteering.
- Demonstrable experience of working with a volunteer management system (we use BetterImpact).
- Demonstrable experience of building effective working relationships with different teams, and with people of all ages.
- Experience of delivering engaging presentations and training.

Desirable

- Demonstrable experience of recruitment and mentoring.
- Experience of Equality & Diversity in relation to volunteer recruitment.
- Experience of planning an annual schedule of events and activities to deliver a strategic plan.

Knowledge

Essential

- Knowledge of volunteering trends.
- Working knowledge of GDPR.

Desirable

- Knowledge of the SS Great Britain, Brunel, our visitor offer or the wider heritage/tourism sector.



Skills

Essential

- Ability to communicate effectively in a friendly and professional manner.
- Proven ability to have honest, and sometimes difficult, conversations
- Excellent writing and proof-reading skills, with the ability to tailor approach as necessary.
- Excellent organisational and administration skills.
- IT proficient with good knowledge of Microsoft packages including Excel spreadsheets, Teams and Canva, and excellent skills working with a database.
- Influencing, diplomacy and negotiating skills.
- Budget management.

Personal Attributes

Essential

- Flexible, positive, and open to feedback and learning.
- Reliable and able to act with integrity, professionalism and good judgement.
- Demonstrates initiative and willingness to contribute to continuous improvement.

Desirable

- Interest in history, heritage, museums or the work of SS Great Britain & Bristol Dockyards.

Job Description and Person Specification Agreement

The above job description is not exhaustive but an indication of the duties the role holder will undertake and may be subject to review.

Role Holders Signature:

Date: