



HOME OF THE
CHELSEA PENSIONERS

Volunteer & Work Experience Co- Ordinator (Part-Time): Job Description





Job Title	Volunteer & Work Experience Coordinator (0.6 FTE)	Job Description Date	20/02/2023
Department/Team	Public Engagement	Grade of Job	TBC
Job Family	TBC [HR to complete]	Notice Period	This is a fixed term contract to 31 st Dec 2025

Context

The Royal Hospital Chelsea (RHC) is a historic institution providing sheltered accommodation (Long Wards) and full nursing care where necessary (the Margaret Thatcher Infirmary) for some 300 retired soldiers, known as In-Pensioners. It ensures Army veterans are provided with the support and comradeship they need in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow. All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital's Strategy and Vision.

Role Purpose:

RHC is a listed heritage site that encapsulates magnificent buildings designed by Sir Christopher Wren and Sir John Soane as well as 66 acres of grounds. Home to the iconic veteran community known as the 'Chelsea Pensioners' since 1692, RHC is a unique working historic building with a wealth of socio-military, natural and architectural heritage.

The Audience Engagement team oversees RHC's public programmes, volunteer scheme, visitor services, retail, interpretation, formal learning and education work, as well as acts as the organisational lead for the Chelsea History Festival, which was established in 2019 in conjunction with the National Army Museum and Chelsea Physic Garden. Audience Engagement sits within the Public Engagement department, which also incorporates PR and communications, retail, public affairs and fundraising.

RHC secured a significant grant from the National Lottery Heritage Fund in autumn 2022 to restore and adapt the Grade II* Stable Block, designed by Sir John Soane, into a Heritage, Outreach and Visitor Centre. This will provide an improved visitor welcome and relocate all of the public facing facilities at the Chelsea Gate entrance of the site. Within the Centre there will be a café, new shop, free exhibitions and an outreach space.

The purpose of this role is to build a corps of heritage volunteers from the Royal Hospital Chelsea community, veteran community (including spouses of Service personnel) and wider area and to develop a work experience programme for young people as defined in the Activity Plan for the Soane Stable Block project. This includes two 44 week internships for graduates at the beginning of their careers, opportunities for MASc Creative Health students to undertake project based work evaluating health & wellbeing benefits of the project, work experience opportunities and events for local people to engage with the project.

The post-holder will be required to work closely with the new Audience Engagement team, volunteers and partners, such as Chelsea Pensioner tour and museum guides, other universities offering heritage programmes, local secondary schools and academies. They will also work closely with the RHC's Volunteer Manager to organise volunteer recruitment days and events to acknowledge and thank volunteers for their time.



Volunteers already support Chelsea Pensioners at RHC with daily life e.g., visiting residents in the Infirmary, the registered care home, accompanying them to appointments and supporting activities on-site.

The post-holder will have experience of supporting a new volunteering programme, coordinating training for volunteers, volunteer reward schemes and managing rotas once a site is operational. They will also have experience of managing a range of work experience opportunities.

This is a fixed term role for 25 hours per week. FTE equivalent working hours are Monday – Friday, or 41 hours per week including paid lunch breaks). Some travel will be required and evening or weekend working (time off in lieu will be given for events taking place outside of regular working hours).

A Disclosure and Barring Service check will be required.

The Co-ordinator reports to the Volunteer Manager.

Principal Accountabilities: 8-10 outcomes

- Support the Volunteer Manager to recruit, train and coordinate volunteers to ensure there are sufficient volunteers to support the operations of the Soane Stables
- To liaise with colleagues and project partners to recruit, induct and manage young people on paid internships and work experience during the project
- To organise and attend volunteer recruitment events at the Royal Hospital and at external events
- To represent Royal Hospital Chelsea at external volunteer and community events to promote volunteering
- To ensure that volunteer and internships opportunities at the Royal Hospital are inclusive and accessible
- To liaise with colleagues to provide progression opportunities for people involved in the wider Activity Plan
- To support the Assistant Director Audience Engagement and Volunteer Manager in developing a sustainable succession plan for volunteering and work experience when the role ends in December 2025
- To work in partnership with Evaluation Consultants to undertake formative and summative evaluation of the volunteer and work experience strands of the Activity Plan and report progress against targets
- Help to maintain databases used by the team to support the management of the volunteer programme.
- To be responsible for monitoring budgets in the Activity Plan for volunteering, work experience and training
- To keep informed of best practice of volunteering and in the heritage sector and share learning from the Royal Hospital with the wider sector and peers

This list is not exhaustive.

Leadership expectations



The role holder is expected to:

- Demonstrate a strong commitment to the mission, aims, and values of the RHC.
- Maintain the highest standards of ethical and personal practice, ensuring that the wishes and rights of the Chelsea Pensioners are always fully understood and protected
- Work to ensure that the Royal Hospital Chelsea becomes regarded as one of the nation's pre-eminent heritage sites and that public understanding of its important socio-military heritage is strengthened and widespread – without breaching its physical integrity, collections or reputation
- Uphold and promote RHC's values (Enjoy Life; Nurture Belonging; Respect Individuals; Encourage Pride) and policies
- Support RHC's audience development and visitor services strategies and volunteering policies
- Develop, implement and operate consistent administrative processes that comply with RHC standards and processes
- Support other members of the team during busy periods; and
- Willingness to work out of hours when required and attendance at events, as appropriate (time off in lieu afforded at the discretion of line manager)

Skills Knowledge and Experience

Essential Skills

- Exceptional people skills and the ability to forge strong working relationships with partners and audiences
- To prepare appropriate volunteer and work experience roles
- To promote volunteering and work experience opportunities to maximise exposure and be inclusive
- Excellent written and communication skills
- Highly computer literate, with experience of the Office suite

Desirable Skills

- Ability to reflect on and use evaluation to improve practice

Knowledge and Experience

- Knowledge of best practice in the field of volunteering in the heritage sector
- Knowledge of equality, diversity and inclusion issues and a commitment to ensuring relevant policies are promoted and adhered to
- At least 3 years' experience of recruiting, inducting and managing volunteers in a similar setting and scale
- Experience of organising and managing volunteering and work experience opportunities that are inclusive

Desirable

- Experience of working with young and older people
- Experience of evaluating health and wellbeing benefits of volunteering



- Experience of being part of a team delivering a project funded by the National Lottery Heritage Fund

Competences

- Ability to exemplify exceptional customer service
- Highly organised and able to use own initiative to work effectively on multiple projects
- Excellent attention to detail
- Ability to work calmly under pressure
- Both self-motivated and a team player, willing to work out of hours when needed to support the team
- A keen interest in history

Qualifications:

- Educated to degree level or equivalent professional experience

Agreement: I have reviewed this Job Description and confirm it accurately reflects the role.

Line Manager Andrea Murray

Date 24.06.2024

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

