



STRAWBERRY HILL  
House & Garden

## THE STRAWBERRY HILL TRUST

### Volunteer Development Officer



*Strawberry Hill House after restoration in October 2010*

### **Background**

Strawberry Hill House & Garden is a Grade 1 listed building set within a Grade II\* listed landscape, created by Horace Walpole in the 18th century. The House is world-renowned for its unique architectural style and is one of the first (and few surviving) examples of domestic Gothic architecture. Having been extensively restored in 2010, the House is generally open to the public four days a week and historically, on average, welcomes circa 25,000 visitors per year.

Strawberry Hill House was built with extraordinary creative and artistic imagination. We aim to recapture that vibrant atmosphere and enthusiastic energy as we reinvigorate the House's creative spirit.

As an Accredited Museum, we are stewards of the House and garden together with a collection of paintings, miniatures, prints, books, works of decorative art and furniture. The House runs a learning programme, alongside the income-generating activities of visitors, catering, retail, hires, exhibitions and events take place.

Following the challenges encountered due to the Covid-19 pandemic, the priority for the organisation is to focus on the delivery of its resilience plan of which increasing and diversifying volunteering is an important component part.

The Volunteer Development Officer will have proven experience in developing volunteering in various roles across a similar organisation and increasing staff competency in flexible volunteer management.



## **JOB DESCRIPTION**

**Job Title:** Volunteer Development Officer

**Reports to:** Property Operations Manager

**Key Relationships:** Staff and volunteers

**Contractual terms:** Part-time 3 days per week, one year fixed term contract  
Working hours usually Monday-Friday, with some evening and weekend working will be required.  
Salary £20,000 (Full time equivalent £33,000)

### **Job Summary**

The Volunteer Development Officer is responsible for increasing the number and areas volunteers are involved in the running of Strawberry Hill House. Ensuring the staff team are following best practice for all areas of volunteer management. Responsible for supporting and championing great volunteer involvement. Passionate and enthusiastic about the benefits of great volunteer involvement.

### **Key Responsibilities**

- Co-ordinate aspects of developing volunteering across Strawberry Hill House and Garden, including:
  - Building relationships with local volunteering agencies and St Mary's University over the phone, by email and in person
  - Arranging dates and paperwork for Work placements
  - Looking for partnerships to enhance volunteering
- Co-ordinate logistical aspects of volunteer induction such as scheduling dates, booking rooms, inviting attendees and preparing paperwork
- Co-ordinate volunteer recruitment days
- Work with team and project leads to write project and new volunteer role profiles and upload them
- Support recruitment of new volunteers by undertaking pre interviews over the phone and reporting back to the appropriate staff member
- You support managers in the day to day processes that support and enable them to involve volunteers in all that we do. This may include the recruitment, induction and training of volunteers
- Support the Project Evaluation with administrative aspects and ensuring the evaluation volunteers are undertaking the tasks required and have access to the information they need.



- Leading on the training deliverables for the project coordinating different contractors, partners and shadowing for team members
- Manage systems and administration relating to the volunteering programme and ensure that all records are up to date and in line with data protection legislation. You use and help others to use volunteering systems and follow local processes.
- Aptitude for working with volunteers and understanding of the differences between staff and volunteers, particularly the legal framework, the approach to reward and recognition and different motivations.
- You monitor and evaluate how volunteers are integrated into the future plans and aspirations. You establish processes and feedback loops to evaluate and improve volunteering.
- Create a toolkit for flexible volunteering resources for the SHH staff including for example: Timelines, Flowcharts, Templated role profiles for flexible volunteering, Recruitment guidance, Volunteer management materials
- Set up a reciprocal visits programme and involve volunteers in the process so that it can run without staff involvement
- You will be trained as part of the Duty Manager team and cover on average 1 day per week and some weekends when the core team are on holiday.

**The Individual:**

The individual will come with ideas, excitement and energy and be happy to roll up their sleeves as they join the Strawberry Hill team. An understanding arts, heritage and culture is helpful as is a passion for the work of Strawberry Hill Trust.

**Person Specification :**

<p><b>Education &amp; Experience</b></p>	<ul style="list-style-type: none"> <li>• Degree or equivalent</li> <li>• Experience leading change within a volunteering environment.</li> <li>• Demonstrable experience of devising and implementing volunteering development strategies.</li> <li>• Experience of managing data bases</li> </ul>
<p><b>Skills &amp; Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Excellent IT and administration skills.</li> <li>• Highly numerate with good analytical skills.</li> <li>• Strong prioritisation and resource allocation skills.</li> <li>• Negotiating and influencing skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to build strong relationship both internally and externally</li> <li>• Good knowledge of the volunteering best practice in UK Arts/Heritage sector</li> <li>• Knowledge of GDPR and Gift Aid legislation in relation to fundraising practices would be an advantage.</li> <li>• Commitment to Equality, Diversity and Inclusion</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Highly organized and self motivated</li> <li>• Personal enthusiasm, energy, integrity, and professionalism.</li> <li>• A methodical approach and eye for detail</li> <li>• High levels of resilience and adaptability</li> <li>• Ability to work under pressure, meet deadlines and multitask</li> <li>• Outstanding interpersonal skills with an ability to interact with people from all backgrounds and ages with confidence, using tact and diplomacy.</li> </ul>

## HOW TO APPLY AND TIMETABLE

### CV and Personal Statement

All applications should be sent electronically and consist of a CV and a supporting statement, outlining the suitability of the role as outlined by the person specification

The personal statement should set out how you meet the person specification. Please be clear and comprehensive in your supporting statement as this will be a key shortlisting document

### Sending us Your Application

Please send your CV, personal statement and Recruitment Monitoring Form by email to [applications@strawberryhillhouse.org.uk](mailto:applications@strawberryhillhouse.org.uk)

### Timetable

**Closing date for applications:** 16<sup>th</sup> October

**Interviews:** 24<sup>th</sup> October 2024

