



## JOB DESCRIPTION

### JOB DETAILS

<b>Post Title:</b>	Volunteer Supervisor	<b>Job Ref:</b>	ORNC – VM0119
<b>Area:</b>	Visitor Experience & Commercial	<b>Location:</b>	Greenwich, London, SE10
<b>Salary:</b>	£26,000 - £28,000 pa (based on experience)	<b>Status:</b>	Full time
<b>Hours:</b>	Monday to Sunday (There will be a requirement for evening and weekend working)	<b>Annual Leave:</b>	25 days, pro-rata, exclusive of Bank Holidays
<b>Reports to:</b>	Visitor Experience Manager		
<b>Staff Management:</b>	<ul style="list-style-type: none"><li>• Volunteers within the Visitor Experience &amp; Commercial Department</li></ul>		
<b>Relationships:</b>	<ul style="list-style-type: none"><li>• Head of Visitor Experience &amp; Commercial</li><li>• Head of HR</li><li>• Visitor Experience &amp; Retail Team Leaders</li><li>• Visitor Experience Administrator</li><li>• Commercial Events Programmer</li></ul> <p>This role will also work regularly with Marketing Team, Learning, Interpretation and Collections department, Chapel Manager and Commercial Events department as well as any other required</p>		
<b>DBS Check Required</b>	Yes		

The purpose of this role is to coordinate and supervise volunteers on a daily basis, together with the Visitor Experience Department and help to maintain and improve the Visitor Experience Offer.

The Volunteer team is essential to the Greenwich Foundation in providing lasting memories, amazing experiences and educational opportunities to all our audiences.

The Volunteering Supervisor will support the Visitor Experience Manager to develop the Volunteer programme in line with our Strategic vision and priorities, ensuring an excellent welcome and visitor experience.

This role will manage the Visitor Experience Volunteers (Tour Guides and Visitor Hosts, as well as any other developed volunteer positions) that are crucial to our success, by providing professional day-to-day operational management and on-site management, including day to day supervision, recruitment, training, social and learning events and budget management.

The role is varied and requires a high-level of initiative, self-motivation, and interpersonal skills. The post holder is also a key position in role modelling our organisation values and culture, developing an inclusive, collaborative, and high performing team.

This role is expected to be present and visible on site during times when volunteers are required as well as working closely with the Visitor Experience management to deliver the administration of the Volunteer team.

## RESPONSIBILITIES

### ROLE SPECIFIC

#### 1. Management and support

- 1.1 Support the Volunteer Team and ensure the delivery of a warm and engaging welcome that provides information and guidance to enhance the visitor experience.
- 1.2 Manage and ensure the daily and monthly briefings and meetings are in place with effective communication tools to keep the team informed, motivated; building inclusive collaborative working practices with volunteers.
- 1.3 Provide volunteers with immediate feedback and guidance
- 1.4 Liaise with Team Leaders to ensure volunteers are being well utilised and well managed
- 1.5 Become a qualified First Aider and back up for first aid incidents.
- 1.6 Serve as regular Duty Manager for dates and events when volunteers are required

#### 2. Organisational Volunteer Strategy

- 2.1 Support the development of the Volunteering Strategy within the Visitor Experience and Commercial department to meet the needs of the organisation in line with our strategic priorities and values
- 2.2 Be responsible for ensuring we continue to develop our practices, in relation to recruitment, training, retention and engagement with HR via the annual Staff and Volunteer Survey
- 2.3 Develop the team through monitoring performance, coaching and feedback and embedding a 'can do' culture, focused on excellence and collaborative working.
- 2.4 Work collaboratively with the Learning and Commercial Events teams to ensure we meet our continued commitment to accessibility, support and enable the delivery of events and our core programme

- 2.5 Help to manage a programme of training opportunities for volunteers working closely with the Visitor Experience Manager and Team Leaders.
- 2.6 Support the delivery of e-learning modules in collaboration with the Head of HR
- 2.7 Provide a consistent programme of events, reciprocal visits and benefits to celebrate and recognise our volunteers including overseeing relevant memberships and award schemes

### 3. Volunteer Operations Management

- 3.1 Ensure effective deployment of volunteers across all areas of operation. Maintain volunteer database and send out weekly updates.
- 3.2 Maintain volunteer shift database and send out weekly updates. Log volunteer hours in accordance with organisational requirements.
- 3.3 Continually review and enhance our volunteer recruitment and engagement programme to motivate and retain our volunteers.
- 3.4 Consistently provide a high level of care, taking time to understand individual needs, and maintaining an adequate level of training and knowledge to meet these needs.
- 3.5 Ensure the security of the premises by following set procedures and reporting anything that may compromise the security of assets or people to the Security Team immediately.

### 4. Personal Development and Training

Remain up to date in knowledge of visitor offer, retail products, events, and other organisational operations by:

- Attending morning briefings on days of work
- Attending team meetings and actively participating in discussions
- Actively participating in individual discussions with the Visitor Experience Manager and Head of Visitor Experience & Commercial
- Attending staff and volunteer briefings.

- 4.1 Maintain a good level of knowledge of the content and interpretation in the Visitor Centre, and a good level of knowledge about the history of the Old Royal Naval College, the World Heritage Site, and Greenwich, to provide visitors with this information when required.
- 4.2 Actively engage in development discussions with the Visitor Experience Manager and seek professional development opportunities in line with agreed goals.
- 4.3 Develop and manage the volunteer team's training programme. This will include assessing tours, identifying training needs, designing and setting the training, delivering training modules to volunteers and staff as appropriate, monitoring and updating content, evaluating feedback, and following up on learning outcomes.

## 5      Other duties

- 5.1 Support the ambitions of the Old Royal Naval College by achieving targets and KPIs, and by actively engaging with fundraising campaigns.
- 5.2 Take care of your personal health and safety and that of others and report any health and safety concerns. Ensure proactive compliance with the organisation's Health & Safety Policies, including risk assessments as required and implementing safe systems of work.
- 5.3 Cover shifts in cases of staff absence or illness to support the team on a daily basis, as agreed with your Line Manager or above.
- 5.4 Any other duties as reasonably requested by your Line Manager.

**PERSON SPECIFICATION**

**Volunteer Supervisor**

The Greenwich Foundation for the Old Royal Naval College is committed to making appointments on merit by fair and open processes; taking account of equality, diversity and inclusion.

	<b>Essential</b>	<b>Desirable</b>
<b>Experience, Skills and Knowledge</b>		
Experience leading a team in a customer service environment	✓	
Determined and results-focussed, with a track record of achieving targets.		✓
Great communication skills, with the ability to connect and share knowledge with a range of audiences	✓	
Exceptional customer care skills.	✓	
Flexibility to work weekends, bank holidays, and occasional evenings.	✓	
An understanding and ability to motivate a team to promote products	✓	
Demonstrable experience of leading, appraising and motivating staff.	✓	
An interest in tourism, history, architecture, art, or visitor experience is desirable.		✓
A working knowledge of a foreign language would be useful.		✓
Highly developed presentation skills.		✓
<b>Personal Qualities</b>		
To demonstrate commitment to the Foundation's values.	✓	
A commitment to and demonstration of good professionalism.	✓	
A transparent way of working.	✓	
Highly motivated and proactive, with excellent interpersonal skills.	✓	
Excellent written and oral communication skills.	✓	
Able to maintain productive working relationships with external and internal contacts and providers.	✓	
Ability to work autonomously with limited support.	✓	

A logical thinker with strong problem solving skills.	✓	
Ability to reach decisions and judgments based upon balanced assessment of the technical, business and human factors involved.	✓	
Accurate with strong attention to detail.	✓	
Calm under pressure, flexible, friendly and helpful.	✓	
Discreet with an understanding of the need to maintain confidentiality.	✓	
Respect for equality of opportunity, diversity and inclusion with practical ideas for their implementation within the scope of the post.	✓	
Demonstrable experience and ability to work within a high performance environment and to deliver KPIs as defined.	✓	

The organisation values diversity and is committed to making appointments on merit by fair and open processes, in accordance with its equal opportunities policy.

### Our Values

#### **Bold | Imaginative | Embracing | Resourceful**

<b>BOLD</b>	We're proud of what we have and confident to shout about it. We're adventurous with our offer and we lead our partners for everyone's benefit
<b>IMAGINATIVE</b>	We make inventive use of our resources to realise our potential
<b>EMBRACING</b>	We're warm and approachable, welcoming diverse people and ideas, and creating a positive, nurturing environment
<b>RESOURCEFUL</b>	We're flexible in our approach, resilient and responsive to new opportunities

### Supplementary Information

#### **About the Old Royal Naval College**

The Old Royal Naval College was established in 1997 as a charity to conserve the magnificent Baroque buildings and grounds for present and future generations and to provide opportunities for wide and diverse audiences to enjoy and share its significance.

The site is of recognised significance locally, nationally and internationally due to the nature of its architecture, above and below ground, and its position within the UNESCO Maritime Greenwich World Heritage Site. The site is an intrinsic part of the townscape for local people and operates as a significant tourist destination; 1.2 million people visit the site each year.

Our ambition is to become an extraordinary cultural destination which inspires local pride and world-wide acclaim – a place which creates rich and memorable cultural experiences. We inspire and engage the public in heritage and creativity. We conserve and protect the Old Royal Naval College for the nation.

Our strategic objectives are to create and encourage:

- **Exploration:** engage visitors via a site-wide historic, architectural and spiritual experience.
- **Spectacle:** inspire the public via a stimulating artistic programme.
- **Stewardship:** conserve the fabric of our buildings, grounds and archaeology.
- **Independence:** grow a cultural business which secures our sustainable future.

The Old Royal Naval College comprises a number of heritage attractions and conference / event venues, namely: The Painted Hall, The Chapel of St Peter & St Paul, Visitor Centre (Pepys Building), learning spaces including the Clore and the Mews schools' room, Admiral's House, Skittle Alley & Ripley Tunnel, and Queen Mary Undercroft. The grounds and visitor routes including points of interest / photo opportunities.

### **What We Do**

We are a heritage attraction, a place of worship, learning space, retailer, concert venue, film set, picnic venue, entertainment space, conference venue, wedding venue, exhibition space, performance space, and we have a pub / bar / restaurant. Our offer covers the daytime and nighttime economy. Our engagement programme ensures that visitors enjoy and have memorable experiences here and includes tours, talks, 'Late' events, recitals, concerts, family activities, debates, festivals and markets. We are a space for local people, students of the University of Greenwich and Trinity Laban, and tourists from the UK and worldwide. Everything we do is guided by our values bold, imaginative, embracing and resourceful.

For a general overview of the work of the Foundation, please visit our website at: [www.ornc.org](http://www.ornc.org)