STROUD DISTRICT COUNCIL
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JOB DESCRIPTION

August 2026

Designation:	**Museum Volunteer Coordinator**
Grade:	**Stroud Grade 3**
Hours:	**21 hours per week** Including weekends (some hours are on shift patterns to take into account the Museum's opening hours).
Location:	**Museum in the Park, Stratford Park, Stroud**
Job Purpose:	Planning, recruiting, training and supporting volunteers. To take responsibility for the Museum premises while acting as Duty Manager, ensuring a safe, welcoming and customer-focused environment for visitors, volunteers and staff.
Responsible to:	**Front of House Manager**
Responsible for:	**Direct management responsibility for:** • Museum's volunteers **Supervision:** • Visitor Assistants (permanent) and casual Visitor Assistants when Duty Manager • All other staff, contractors and premises hirers when acting as Duty Manager.

KEY DUTIES

- Manage volunteer recruitment, interviewing candidates and matching them with appropriate roles.
- As duty manager supervise the operation of visitor and commercial services (front of house operations, bookings & event supervision/ administration, income generation, maintaining a safe environment) whilst on duty.
- Develop and deliver bespoke volunteer induction and training
- Refer volunteers onto relevant staff members for tailored support and guidance.
- Ensure Health & Safety, safeguarding and other appropriate training is completed and refreshed by volunteers where necessary.
- Organise and run volunteer social and support events acting as the main point of contact.
- Raise public awareness of both the need for and the role of volunteering.
- Evaluate and improve the volunteering process and experience.
- Promote the organisation, its volunteer efforts and its accomplishments

internally and externally.
- Act as key-holder for the Museum in the Park premises

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

SKILLS AND KNOWLEDGE

- Knowledge of volunteering good practice, strategy and policy
- Strong communication skills, verbal and written and ability to relate to people from diverse backgrounds
- Able to advocate for and support the contribution of volunteers
- An understanding of legislation and policy relating to vulnerable adults
- Understanding of data protection requirements and confidentiality
- Practical understanding of applicable health & safety
- Experience in using digital systems and tools (e.g. website, financial)
- Comfortable using digital tools (e.g. email, Microsoft Office, and web-based systems), or willing to develop these skills with support

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

COMPLEXITY AND CREATIVITY

- Acts as a liaison point for volunteers or potential volunteers
- Responds to queries or complaints
- Creativity required to foster inclusion
- Promote awareness of the service
- Support line manager to maintain and deliver the very best visitor services.
- To maintain positive working relationships with SDC colleagues, the Cowle Trust, contractors, actual and potential customers and users, voluntary organisations.
- Continually seek improvements to visitor services issues and ensure that these are communicated to colleagues.
- Able to review and undertake agreed changes to processes
- Assist your manager in ensuring that a positive team ethos is engendered and maintained. Be a positive team member

Work essentially conducted in accordance with established procedures/practices but needing occasional creative skills to resolve routine problems.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to line manager

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the public
- Members of the Council
- Members and staff of other local authorities / partner agencies
- Suppliers and contractors

Contact required in respect of well-established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

RESOURCES

Responsible for the proper use and safekeeping of equipment and for the accurate handling and security of small sums of cash and cheques.

TRAVEL DESIGNATION

You will be entitled to claim for the mileage you incur whilst on Council business in accordance with HMRC mileage rates and the Council's Travel and Subsistence policy.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity, /Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.

- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.
- To undertake all appropriate duties required to meet the Council's safeguarding obligations according to the Children's Act (2004), Working Together to Safeguard Children Statutory Guidance (2018), the Care Act (2014) and the Care and Support Statutory Guidance (2014), Mental Health Capacity Act (2005), and Deprivation of Liberty Standards (2007).

MISCELLANEOUS

- Enhanced DBS check required
- All Museum staff are expected to dress appropriately for a public facing environment. The expected standard is smart but not formal, with clothing and footwear that are professional, practical, and appropriate to the duties being undertaken. A staff badge will be provided.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.