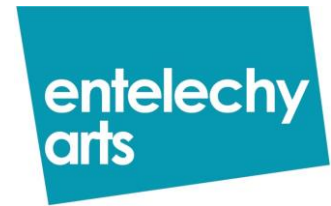




## Meet Me at the Albany Volunteer Co-ordinator



£25k-£27k, full time, fixed term contract

Entelechy Arts and the Albany are looking for an experienced Volunteer Coordinator to join their unique participant/artist-led project **Meet Me**. The Volunteer Co-ordinator post has been funded by City Bridge Trust for 15 months. Continuation of this role longer term is subject to securing further funding.

Since 2013, Entelechy Arts has partnered with the Albany, the arts centre in which we are resident in Deptford, to deliver the award-winning 'Meet Me' programme for isolated older residents of the borough. The apex of the programme is 'Meet Me at the Albany' an all-day arts and social club based in the Albany's café, running 50 weeks per year, jointly led by project participants, led artists and local volunteers. 'Meet Me at the Albany' is the hub for a wider body of activities for isolated older people that happen in venues across Lewisham.

We use the arts as a catalyst for isolated older people to meet, share interests and life experience and develop new skills. This provides a means of reducing isolation, creating a sense of belonging, and giving people whose voices are rarely heard, a means of communication and expression. Entelechy's work centres on collaboration, putting the arts at the centre of a process to achieve more equal, connected and engaged communities.

Volunteering is vital to the success of all our projects. Volunteers have been an essential part of Entelechy's 30+ year history and the role of volunteers continues to grow.

The Meet Me portfolio of activities includes:

- Meet Me at the Albany: weekly transforming the Albany's café space, inspiring new public events, art creation and programme platforms for and by older people in co-creation with others.
- Meet Me at the Choir: workshops and performances in Deptford and beyond, having previously performed at the Southbank Centre and Queens House, Greenwich.
- Meet Me at the Movies: a programme of film screenings chosen by a panel of older participants.
- Meet Me in the South: dancing, improvisation and singing inspired by our favourite movie moments.
- Meet Me on the Move: monthly trips out to cultural spaces led by skilled artists.
- Volunteer training and support programme to support local volunteers, including older volunteers.

We are looking for an individual who can maximize the potential of our current volunteer operation, recruit new volunteers and work alongside our team developing an ambitious programme of creative ageing work that places volunteering at its heart.

## Job Description

### Key Objectives

- Creating and supporting new contexts for diverse groups of older people and volunteers to develop work together.
- Supporting isolated older people to have a more visible and contributing role in their communities
- Creating opportunities for older people who have different life histories and cultural backgrounds to meet and share activities with common purpose.
- Support wider initiatives by Entelechy Arts and the Albany to develop volunteer strategies and policies across both organisations.
- Making use of new opportunities, such as social prescribing

### Main Duties

#### Volunteer Recruitment

- Identifying and engaging with different types of volunteers, understanding their motivations and finding ways to engage them and meet their needs
- Developing a high profile marketing and outreach programme to reach new volunteers including residents who have recently moved into the area. It is anticipated that these will include the recently retired and those commuting to Canary Wharf and the City.
- Working with higher education institutions in the area to engage students as volunteers
- Building links with partner organisations to identify and engage potential volunteers
- Interview potential volunteers and provide induction and training for new volunteers

#### Volunteer Training and Support

- Keeping up to date with best practice of volunteering in the charitable sector to contribute to the design of feasible, long-term, models for the future of MMA; enabling volunteering to be an ambitious, beneficial asset to all projects.
- Supporting and training current volunteer, thereby enabling others to take greater, appropriate responsibility for the week on week running of the MMA programme.
- Work with the MMA Team and participants to identify roles for volunteers and create written role outlines to ensure that all volunteers are correctly matched with suitable opportunities.
- Take responsibility for a training budget for volunteering.
- Provide appropriate support and management for volunteers to include regular reviews and appraisals.
- Implement systems to monitor and evaluate all aspects of volunteer activity to ensure effectiveness.
- Maintain accurate volunteer records ensuring the volunteer database, is up to date at all times
- Plan, organise and implement regular volunteer meetings.

The Volunteer Development Coordinator will work closely with the MMA Project Coordinator and MMA Project Assistant to jointly oversee the practical operations each week and support all participants, artists and volunteers engaged in collaborative activities. The post holder will be responsible for the line management of all volunteers.

The post will be line managed by the General Manager of Entelechy Arts.

## Person Specification

### Qualifications

A qualification in volunteer management or community development is desirable for this post.

### Experience

- Experience of implementing a positive volunteering culture from recruitment to exit including dealing with problem solving situations with volunteers
- Evidence of strong leadership skills whilst being part of a team.
- Experience in creating and delivering a training programme for volunteers
- Significant experience of community development as part of a previous role
- Experience of engaging and working with community leaders
- Experience of communicating new ideas and/or services to diverse communities
- Evidence of strong interpersonal skills and the ability to influence, negotiate, persuade and work effectively with colleagues.

### Skills & Knowledge

- Good knowledge of the principles of community development
- Awareness of challenges and opportunities of working with local community groups to effect change and development
- Understanding of the challenges and opportunities of working with volunteers
- High level of organisational and planning skills with ability to work under pressure
- Experience of using databases to record and monitor information
- Has the ability to use information when making decisions and share this information with relevant stakeholders.
- Takes responsibility for problems but looks for further advice if needed

### Communication

- Excellent interpersonal, communication & networking skills
- Good presentation and training skills
- Ability to assist with conflict resolution in line with established procedures
- Proficiency in the use of word processing and data management.
- Ability to encourages reflection and listen to people's ideas

### Managing Performance

- Ability to identify the correct person for the job and delegate accordingly
- Matches volunteer's skill to role

## Supporting People

- An empathetic manner that empowers people with ability to give positive and negative feedback
- Can explain clearly what we want to do and how we will do it
- Ensure that volunteers work in a safe, healthy and supportive environment

## Development

- Ability to build good relationships and see the potential in people
- Ability to deliver appropriate training
- Ability to evaluate the risks associated with each volunteer role
- Ability to take action to control the risks associated with the activity/role
- Make it easy for those they work with to develop and learn from each other

Please note: Due to the nature of the project this contract will be subject to an enhanced Disclosure and Barring Service check (DBS).

## Applying for the role

If you would like to apply, please send your application to [christine.lee@entelechartyarts.org](mailto:christine.lee@entelechartyarts.org) by **9am, Tuesday 8 October 2019**. Please include:

- a covering letter (max 2 pages) explaining your suitability for the role and why you're interested,
- an up-to-date CV (max 2 pages).

Interviews will be held on Tuesday 15 October 2019 at the Albany.

Every day we work with people from a wonderful, wide range of backgrounds, and we are keen to hear from a diverse range of candidates with different perspectives, experience and knowledge. We particularly welcome interest from Black, Asian, Minority Ethnic and disabled candidates.

If you have any questions or require this information in any other format, please contact Christine Lee on [christine.lee@entelechartyarts.org](mailto:christine.lee@entelechartyarts.org) / 020 8694 9007.