

Role title	Volunteer Coordinator
Team	Visitor Engagement and Interpretation Committee
Responsible to:	Visitor Experience Trustee
Responsible for:	Recruitment, induction, rotas, communication and welfare.
Key tasks	<ul style="list-style-type: none"> ● Work with the VE trustee and officers to ensure requirements for volunteer roles are understood and filled ● Recruitment of new volunteers ● Proactively recruit volunteers on a regular basis. ● Compile volunteer role descriptions ● Prepare advertisements ● Liaise with potential volunteers who make contact and who show an interest in volunteering at MAVC ● Give potential new volunteers a guided tour of the site and ascertain their skills, knowledge, and area of interest. ● Ensure new volunteers complete their induction ● Provide each volunteer with a copy of the Volunteer Handbook ● Issue badges once induction has been completed ● Act as an impartial mediator, in consultation with the Chairman, in any disagreements between volunteers and officers ● Coordinate the rota so there are enough stewards/guides to cover all days the centre is due to be open. ● To support training stewards/guides are given so they can carry out their duties according to the Volunteer Handbook and MAVC's policies and procedures. ● To work with the Visitor Experience Committee Lead regarding events, visitor feedback and ensuring a high quality visitor experience.
Reporting Requirements	Provide a written report to the trustees monthly and attend meetings when requested.
Reporting to	Inform the Visitor Experience Trustee as to the number of enquiries, source of enquiries, number of new volunteers and any issues where mediation has been needed. Stating any problems with the stewards rota and share any issues regarding steward attendance.
Essential Skills and Knowledge	Sociable, Organised, Computer literate.
Desirable Skills Knowledge	Training in human resources management