

HOME

**Volunteer Programme
Manager**

**Recruitment
pack**





About HOME

Thank you for your interest in this role at Greater Manchester Arts Centre (HOME).

HOME first opened its doors in May 2015: a new, £25m multi-art form venue for Manchester operated by Greater Manchester Arts Centre (GMAC).

Since opening, we've achieved a lot. In the first three years, we welcomed over 2.3m visits to an international programme of over 20,000 events in our cinemas, theatres and galleries. We became one of the few UK organisations to produce new work across theatre, visual art and cinema. Our engagement team worked with over 55,000 participants, and we set up a dedicated Talent Development team to support and build the creative potential of artists in the region.

HOME is an open and social space for the curious from all our communities, future artists and producers of work that is provocative, playful and contemporary, of Manchester and the world. HOME curates engaging, international, high-quality work, and serves to develop art and artists at of all stages in their careers. This is done across:

- Two theatres: c.500 proscenium arch theatre (T1),
- and a flexible c.130 seat Studio theatre(T2);
- 500m2 contemporary exhibition space;
- Five state-of-the-art cinema screens presenting one of the
- most celebrated independent film programmes in the UK;
- Rehearsal and development spaces.

HOME is also a thriving cultural business, with a highly successful bar and restaurant, growing events and hires business, a fine retail offer, and an international publishing arm (Cornerhouse Publications).



Home's Mission

HOME is an open and social space place for the curious from all our communities, future artists and producers of work that is provocative, playful and contemporary, of Manchester and the world.

Home's Vision

HOME is central to making Greater Manchester a major city celebrated for its' distinctive art, art that enriches the lives and life chances of its' people, a magnet for artists and creatives with the highest engagement in the arts in the UK.



HOME'S VALUES

Creativity

Bringing imagination, resourcefulness and innovation to our work

Pioneering

Leading the way, breaking new ground, being ahead of the curve, taking risks

Collaborative

Seeking out opportunities for sharing and partnership

Engaged

With our city region and the wider world, with art and artists and with ideas and issues

Open

Welcoming and engaging with multiple voices, ideas and perspectives

Rigorous

Striving to do the best work, valuing quality.

31,264 PEOPLE INCLUDING **4,564** YOUNG PEOPLE
AGED **15-25** TAKING PART IN **713** TALKS, TOURS,
WORKSHOPS AND ENGAGEMENT EVENTS

289 VOLUNTEERS
ENGAGED, CONTRIBUTING:



11,608
volunteer hours



94 community
groups engaged



1,225 Inspire
£1 tickets used

**HOME SCHOOLS &
COLLEGES PROGRAMME:**



5,469 pupils
engaged from **114**
schools and colleges



16 RELAXED THEATRE
AND FILM EVENTS
ATTENDED BY **415** PEOPLE



3 BSL-led
exhibition tours



17 BSL-interpreted
film intros and events



3,700 Audio
Described and **284**
Caption Subtitled
film screenings



5 Audio Described,
5 Caption Subtitled
& **5** BSL-interpreted
theatre performances



50,538
visits to our exhibitions



232,200
tickets sold



16,578
theatre tickets for £10 or less (35% of all theatre tickets)



18,166
£5 student/job seeker tickets issued



2,734
children's tickets sold



Between 1 Jan & 31 Dec 2016, HOME was the second most visited attraction in Greater Manchester

Source: Marketing Manchester Intelligence Factsheet: Tourism – its value to the local economy.



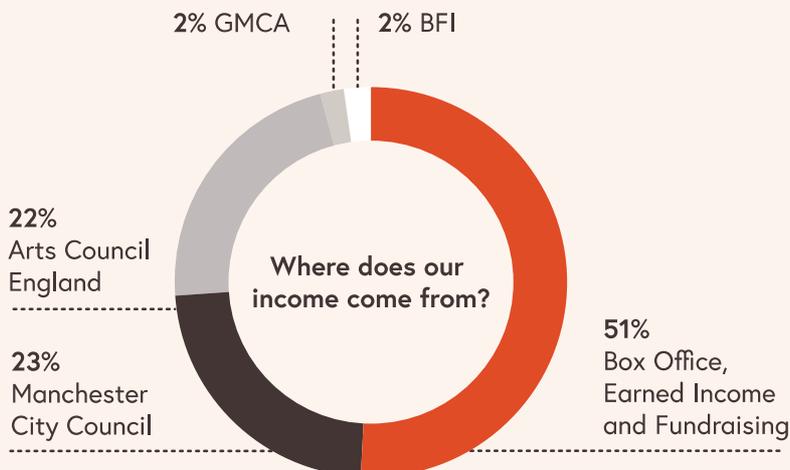
1,666,740
visits to the HOME website (+44%)



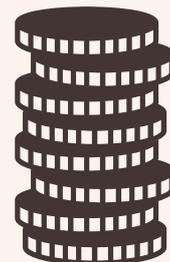
44,649
Twitter followers (37,121 in 2016/7)



318,205
views for HOME trailers, behind the scenes films, and online Q&As

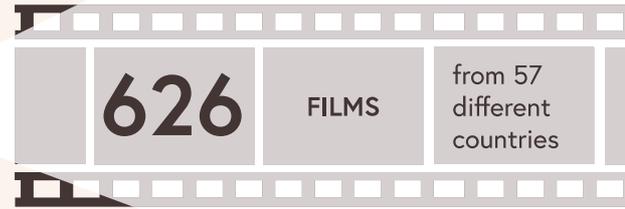


£6m
total income

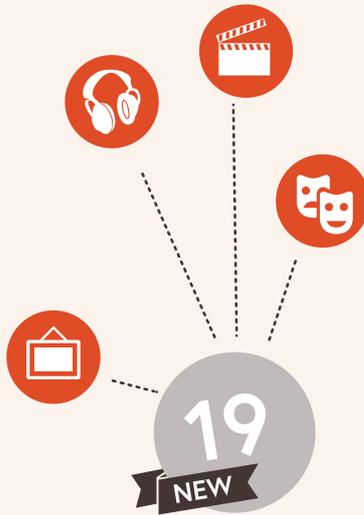




453 artists and performers from over **30** countries commissioned



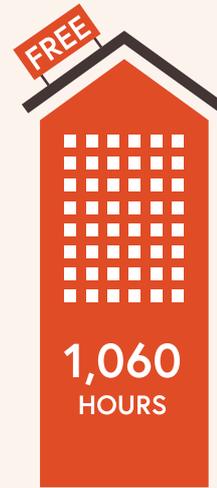
179 film events, intros, Q&As and panels with writers, directors, producers and actors



commissions across theatre, visual art, music and film (includes 2 books)



152 jobs created for technicians and creatives, **345** work experience attendances, **1** apprentice and **2** paid interns



worth of free rehearsal space provided to **137** theatre creatives, worth **£53,000** at commercial hire rates

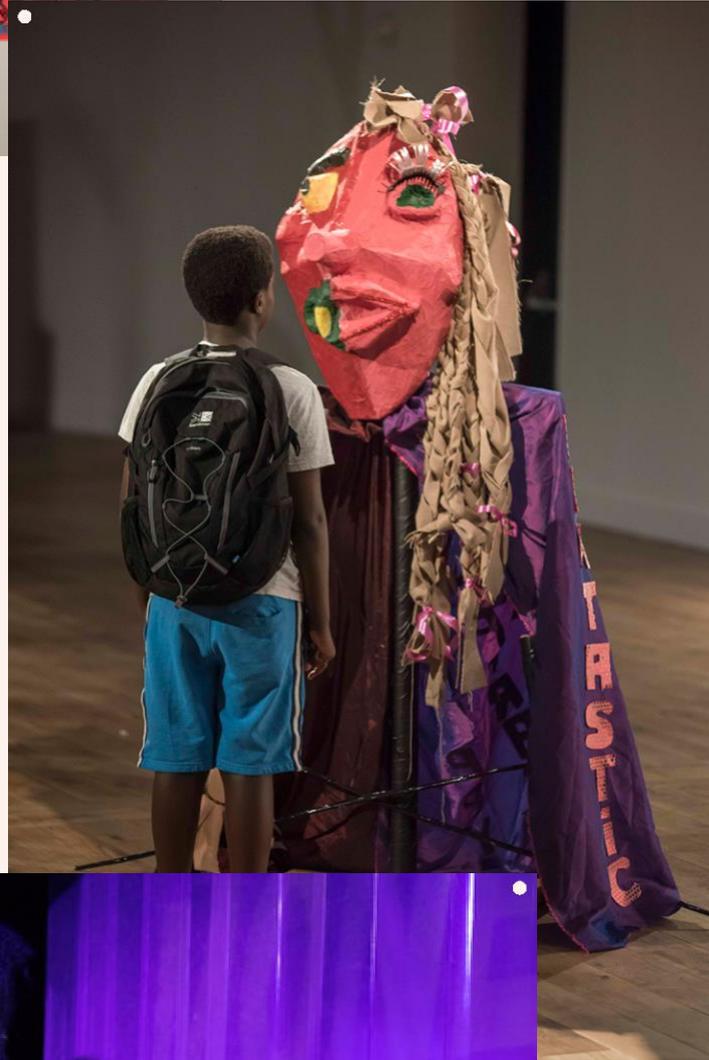


local creatives showcased



33 Manchester School of Theatre performances featuring **144** students, presented in HOME's Theatre 2 space





ABOUT THIS ROLE

HOME is an exciting forward-thinking organisation that works with a wide range of artists, partners and stakeholders. This job is the perfect opportunity to work across contemporary theatre, film and art with a variety of people from Greater Manchester's diverse communities.

The Volunteer Programme Manager is vital to ensuring HOME is an organisation that provides a diverse range of people with the opportunity to develop skills and confidence and improve their wellbeing within a creative environment.

This post holder will report to the Head of Engagement and will work closely with Front of House, Engagement and Programming staff.

Our team is enthusiastic, motivated and engaged so expect to be challenged. If you can share our ambition and have the skills, knowledge and experience to do the job, this is a great and unique opportunity.

Our Ideal Candidate

You will be a great people person with a passion for the arts and a highly organised and self-motivated character. You will have a track record of managing and coordinating small and large groups of volunteers from diverse backgrounds.

Liaising with various people, from artists and programmers, to stakeholders and community members of all ages will be second nature to you, and managing the expectations and needs of these people will be something you excel at.

You will be an excellent listener and communicator with a high level of admin skills and will have the skills and experience to cater information sharing as appropriate for various people with different learning styles.

This is an exciting and challenging role in a dynamic organisation.

TERMS & CONDITIONS

Salary

Grade 3 (£23,000) pro rata

Contract

This post is offered initially on a fixed term contract for one year.

Hours of work

The post holder will work 24 hours per week inclusive of meal breaks.

The successful applicant will be required to work on Tuesdays with other days being negotiated upon contracting.

Exact hours of work as required by demands of the post.

A degree of flexibility to work evenings and weekends will be required.

Overtime payments will not be made, however time off in lieu, with the agreement of the Head of Engagement, will be available to cover any additional hours worked.

Holidays

25 days per annum (pro rata) plus statutory holidays.

Pension

GMAC Ltd operates a company pension scheme with a 3% company contribution that is available to all staff.

Other benefits

- Free tickets for theatre and cinema
- Discounts on food and drink at HOME's bar and restaurant
- Travel schemes including cycle to work and discount bus travel.

Probationary period

3 months

JOB DESCRIPTION

Purpose

To be responsible for the programming, planning, organisation, administration and delivery of HOME's Volunteer programme, which aims to:

- provide a diverse range of people with the opportunity to develop skills and improve their wellbeing within the unique environment of a creative contemporary arts centre;
- develop employability and emotional intelligence skills;
- contribute to the cultural sector's next generation work-force;
- diversify HOME's workforce.

Responsible to: Head of Engagement

Responsible for: Programming, planning, organisation, administration and delivery of HOME's Volunteer programme.

Main Duties

1. In collaboration with staff across the organisation, to champion, programme, plan, organise and deliver HOME's Volunteer programme.
2. To recruit, monitor, rota and support volunteers and organise inductions and training for all volunteers, ensuring they are appropriately prepared and matched to roles and that volunteers with additional needs are supported.
3. To oversee communications to all volunteers ensuring they have all information needed to succeed in their role, including sending a weekly newsletter and providing role briefing information.
4. To work closely with Engagement team members to ensure that opportunities are targeted towards participants, partners and groups we are working with where appropriate.
5. To ensure appropriate staff are trained and/ or supported to enable them to support and develop volunteers.
6. To ensure appropriate staff are kept aware of best practice in relation to volunteering and of any changes in legislation that relate to this strand.
7. To develop pathways for the personal development of volunteers we work with at HOME, supporting them in their endeavours beyond our programmes.
8. To develop strategic partnerships and relationships to ensure HOME's programme and associated opportunities reach out across the city and into the other 9 boroughs of Greater Manchester.
9. To work with Communications staff to ensure suitable publicity and other promotional material is produced and distributed to promote the Volunteer programme.
10. To manage and control the Volunteer programme budget in liaison with the Head of Engagement, and to assist in raising additional financial support when necessary.

JOB DESCRIPTION

11. To maintain monitoring and record keeping systems and to evaluate work and prepare material for the written reports for HOME's Board and funders.

12. To represent HOME at relevant conferences and events and be an advocate for this programme of work internally, locally, regionally and nationally.

13. In association with the Head of Engagement and other staff, to contribute to the development of the Volunteer strand of our Engagement Strategy, inclusive of updating policies for this.

14. Implementing GMAC policies, in particular those around equality, diversity, access, health & safety and safeguarding, ensuring that all people who need to be DBS checked as part of our work are vetted before undertaking activity with us.

15. To work collaboratively and supportively as a member of the Engagement Team, playing a key role in developing and delivering an integrated, inclusive, vibrant and creative programme of work.

16. Carrying out other duties as deemed appropriate by the Head of Engagement and Director & CEO

17. Working evenings and weekends as appropriate.

This job description is a guide to the nature of the work required of the Volunteer Programme Manager. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

PERSON SPECIFICATION

	Essential	Desirable
Experience	<p>At least two years' experience of recruiting, supporting, training and coordinating volunteers.</p> <p>Experience in coordinating staff and volunteer rotas to fit with core programming schedules.</p> <p>Experience in working with diverse groups of volunteers, especially in terms of supporting volunteers with additional needs and learning disabilities.</p> <p>Managing budgets.</p>	<p>Working in an arts organisation</p> <p>Experience of facilitating training.</p> <p>Public speaking.</p> <p>Preparing and presenting reports.</p>
Knowledge/Interests	<p>Knowledge and understanding of either contemporary theatre, visual arts or film culture.</p> <p>Up to date knowledge of volunteering schemes and best practice within an arts setting.</p> <p>Up to date knowledge of legalities and best practice around safeguarding vulnerable adults and child protection.</p>	<p>Volunteer management training.</p> <p>Disability awareness training.</p> <p>Familiar with cultural provision in Greater Manchester region.</p>
Practical & Intellectual Skills	<p>Ability to work on own initiative and prioritise and organise workload.</p> <p>Excellent team working skills.</p> <p>Excellent time management and organisational skills.</p> <p>Ability to work under pressure, remain calm and meet deadlines.</p> <p>Excellent communications skills both written and verbal.</p> <p>Flexible and imaginative approach to communicating ideas and skills.</p> <p>Excellent people skills.</p> <p>Numerate.</p> <p>Computer literate in word processing and use of</p>	<p>Training in using Excel.</p> <p>Experience of using Volgistics or similar tools.</p>

PERSON SPECIFICATION

Essential**Desirable**

spreadsheets and database programmes.

Skilled in the use of web tools such as Google forms as well as internet communications and research tools.

Disposition & Attitudes

A collaborative outlook to working across the organisation and with external partners.

Flexible, creative and innovative approach to working in a variety of contexts both formal and informal.

Committed to creating great experiences and opportunities for diverse groups of people.

A friendly and open personality with the ability to communicate with a diverse range of people.

Ability to travel throughout Greater Manchester region.

Understanding of and proven commitment to equal opportunities, diversity and social inclusion.

Understanding of and commitment to customer service.

Personal Circumstances

An informed interest in HOME's programme.

Able and willing to work flexible hours, including weekend and evening work.

This post is based in Manchester.

Willing to complete an Enhanced Disclosure criminal records check through the Disclosure and Barring Service if selected for this post.

HOW TO APPLY

Please complete the **HOME application form** telling us how you meet the Person Specification for this role and return it with the completed Equal Opportunities form.

Your completed application forms should be sent to **marisa.draper@homemcr.org** by **12noon on Thu 29 August 2019**.

If you have not heard from us by 5pm on Tue 10 September, please assume that we will not be taking your application any further.

Unfortunately, we cannot provide individual feedback on applications.

HOME strives to be an equality of opportunity employer

Thank you for your interest in this post.

HOME (Greater Manchester Arts Centre Limited) collects personal information when you join us as an employee, apply for a job or work with us as a freelancer. We will use this information to manage the recruitment process, conform with employment or payroll legislation, report to funders on our workforce or to comply with other laws. HOME will not share your information with third parties for marketing purposes. For more information explaining how we use your information please see our privacy policy for Employees, Freelancers and Artists at <https://homemcr.org/about/policies/privacy/>

CLOSING DATE

Closing date for applications: **12noon on Thu 29 August 2019**.
Interviews will take place on **Fri 13 September 2019**.

FUNDED BY



FOUNDING SUPPORTERS



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