**Manchester City Council**

**Role Profile**

**Volunteer Support Officer, Grade 5**

**Manchester City Galleries, Neighbourhoods Directorate**

**Reports to: Senior Learning Manager: Adults and Communities**

**Job Family: Community Learning**

**Key Role Descriptors:**

The role holder will ensure the provision of appropriate services/and or training to service users across the community

The role holder will assist where required, the appropriate line manager in organising and running groups for service users

The role holder will provide activities for service users which are developmentally appropriate and consistent with individual requirements

**Key Role Accountabilities:**

The role holder will ensure the provision of appropriate teaching and practice to ensure the service users are supported and encouraged to maintain future progress

Contribute to the continuing improvement of service users behaviour to enhance their life chances and to support their adjustment in a range of environments

Identify, understand, support and encourage appropriate behavioral strengths in service users where the role demands it

Work collaboratively with colleagues and contribute to the development and promotion of the team through the attendance of team training sessions and to provide a positive contribution to team training by the sharing of knowledge and skills.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**Manchester City Galleries**

Manchester City Galleries are proudly part of Manchester City Council and belong to the people of Manchester. We believe that creativity can be a powerful force in making a healthy society and achieving positive social change. We meet the needs of Manchester’s varied communities, connecting art and people through exhibitions, engagement and education. Art can expand our knowledge of the world and our sense of place within it.

At our three sites – Manchester Art Gallery, Platt Hall, and our Conservation and Research Centre in Queens Park - we care for a collection of over 50,000 objects including art, craft and design and clothing. In our 200th year, we are taking stock of our collection, working with and for the people of Manchester to shape our future.

We are committed to working in partnership, offering free social spaces and building collaborations with communities, agencies, charities and other council services. We place people at the centre of all that we do, using our resources to make the city a fairer place. This commitment to social justice includes actively working to address the inequalities of class, race, gender, sexuality, age and disability as well as improving our environmental sustainability.

**Learning and Engagement Department**

As part of the larger programming team, the learning team at Manchester Art Gallery use active participation to connect art and people. Learning Managers are often the bridge between people who have never connected with, or been aware of, the city’s art collection and buildings. They create and deliver a diverse selection of programmes that reflect the needs and interests of the City’s residents, all rooted in expression through art and creativity. Currently the team focuses their energy on targeted intentional work alongside a free, open to all public programme led by volunteers and freelancers. Additionally, the learning team are vital collaborators in the wider public offer, working alongside the curatorial team to produce exhibitions, interventions and multi-disciplinary projects. Using their expertise in non-didactic learning, each learning manager has a subject specialism, based around a different audience group

**About the role:**

The role will be responsible for managing the volunteer programme at MAG and may be asked to support staff in the development and management of volunteers at other gallery sites (Platt Hall and Queens Park) as needed.

Responsibilities of the role include but are not limited to:

* Support gallery staff to manage individual volunteers
* Support volunteers both on-site and via email/phone as necessary – both in a logistical and pastoral capacity.
* Work with the wider programming team to develop and deliver pathways into volunteering and opportunities for diversification of MAG’s volunteers. Support the monitoring and progress of this work.
* Manage the scheduling of volunteer programmes within gallery spaces and manage the resourcing of those sessions.
* Induct and set up support for the volunteer groups
* Identify any access and mental health needs of the volunteers involved and implement support – being able to build rapport with a wide variety of people as volunteers come from all walks of life
* Administering volunteer travel expenses
* Provide administrative support for the use of MCRVIP and provide data for reporting on volunteer activity within MAG.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills**: Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters
* **ICT Skills**: Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment
* **Financial Management:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.
* **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical Requirements (Role Specific)**