

ROLE DESCRIPTION

ROLE TITLE:	HERITAGE PROJECT SUPPORT OFFICER
LOCATION:	Newington Green Meeting House N16 9PR
PAY:	£11.05 per hour (15 hours per week)
HOURS:	Two days a week (on-site 11.30am-6.30pm on Thursdays and Fridays) - ideally but we are happy to be flexible
CONTRACT:	February 2022-February 2023
RESPONSIBLE TO:	Programme Manager

OVERALL PURPOSE OF THE ROLE

Responsible for supporting the activity delivery of the Newington Green Meeting House; Revolutionary Ideas Since 1708 National Lottery Heritage Fund supported project - delivered by New Unity.

This role will support the existing team through administrative duties. Supporting the Programme Manager, Social Media Manager, Communications Manager and the Events Co-ordinator - you will help us track engagement, share our work with the wider community, help promote our events and help us build more on the connections we have locally and our work not just to share the heritage of the building and local area, but to support community need.

There are particular tasks that will be your responsibility, such as maintaining volunteer rota systems, supporting the programme manager when reporting to the funders (like tracking engagement numbers and volunteer hours on our systems and spreadsheets), as well as supporting the volunteers and welcoming visitors in the building, when necessary.

MAIN DUTIES AND RESPONSIBILITIES

- Working with the Programme Manager to maintain the current volunteer roles and systems we have in place. This will include work such as updating our volunteer rota system, helping to recruit new volunteers through our varied volunteer recruitment portals and reporting on the work of the volunteers, like tracking the amount of volunteer hours we have received each quarter. When in the building, you will be working alongside these volunteers and supporting them opening, closing and welcoming people to the building.

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- Support the other staff on the team by delivering administrative support when needed. These tasks may include filing, recording, making amendments to our online platforms and social media profiles, updating our events system and calendars and helping to set-up and prepare for events including practical tasks as well as administrative tasks.
- Oversee weekly rota and ensure the needed number of volunteers are available, trouble-shooting in collaboration with the Programme Manager.
- Maintain records of volunteer training, achievement and reviews.
- Ability to perform desk research to support our Communications Manager
- Cultivate a positive and supportive atmosphere by recognising volunteer efforts and maintain motivation through understanding volunteer needs.
- Handle discipline and conflicts that may arise in the building - whether concerning visitors or volunteers when the Programme Manager is not on site
- Establish effective and supportive liaison with New Unity's other staff and trustees (minister, communications, finance, events, facilities, small groups and young people staff)
- Help to maintain a database of volunteers, keeping track of engagement
- Collaborate with the contracted evaluation consultant, keeping suitable records to show the outputs and impact of the volunteering

PERSON SPECIFICATION

Volunteer Coordinator	Essential / Desirable
EXPERIENCE	
Experience of working with/as a volunteer/s or in voluntary settings like charities, places of worship or community projects	E
Experience of working on a NLHF funded project and or within the heritage sector/arts sector/cultural sector	D
Experience of working in an administrative role	E
Experience of working in a small team	D
Experience of maintaining spreadsheets, databases, rota systems	E
SKILLS, ABILITIES, AND KNOWLEDGE	
High reading comprehension skills	E
Good interpersonal skills with ability to deal with diverse audiences	E
Excellent Communication Skills	E
An empathy with volunteers	E
Problem-solving skills	E
Confident and dynamic personality	E
A flexible and non-judgemental approach to people and work.	E

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Highly organised with ability to work under own initiative on a variety of tasks to achieve results	E
The ability to deal with information in a confidential manner and respond with sensitivity	E
Interest in the heritage/ museum/cultural/charity sector	D
Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports.	E

We encourage applications from all backgrounds and communities, particularly those which reflect the diversity of the local areas of Islington and Hackney where we are based. Our building is accessible and we would welcome the positive impact also that a person living with disabilities would have on our team. New Unity is radically inclusive and all gender identities and sexual orientations are not just accepted but celebrated.

To apply please email a recent CV and covering letter (maximum one A4 page) to the Programme Manager: Amy Todd: amy@new-unity.org by 4pm on the 21st January.