



JOB DESCRIPTION & PERSONAL SPECIFICATION: VOLUNTEER COORDINATOR

Post Title: Volunteer Coordinator

Contract Type: Part Time, Permanent

Salary: £35,000 pa pro rata = £17,500

Responsible to: Head of Solidarity

Hours: 18.5 Hours Per Week

Location: Redhills, Durham Miners Hall

Probationary Period: 6 Months

Holiday: 25 days pro rata, plus bank holidays

Notice Period: Prior to end of probationary period: 1 week

Following completion of probationary period: 2 months

DBS Check: We welcome applications from people with diverse backgrounds and experiences. If you have an unspent criminal conviction, you must let us know when you apply. If appointed, you will need to complete an enhanced Disclosure and Barring Service (DBS) check (and renew it regularly). Having a criminal record does not automatically disqualify you from working with us. We will consider the nature of any conviction, when it happened, and how it relates to this role and our organisation. If you would like to discuss this before applying, please contact us.

References and Right to Work: Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

ABOUT REDHILLS

The magnificent Redhills Miners Hall is Durham's other cathedral. It's a building in which community power literally changed Britain. **We believe it can do so again.**

It was here, in Redhills' unique Pitman's Parliament, that the collective strength of ordinary working people achieved the extraordinary. They built the forerunner of Britain's welfare state, transforming the health, education, housing and leisure of our working class communities. They built a self-made tradition and culture which bound the people of Durham together.



The Durham Miners Association has passed the stewardship of Redhills to a new charity, Redhills CIO, which is renewing the building and returning it to the communities whose values inspired it, whose resilience sustained it, and whose labour paid for it.

The building is a venue for cultural events, conferences, celebrations and exhibitions and offers an audio-visual guided tour. It has office space for local organisations. Redhills CIO is a not-for-profit charity but aims to generate enough income from activities in the building to be sustainable.

Beyond the building, Redhills CIO aims to revitalise coalfield communities by building and convening a network of powerful self-organised groups, with Redhills at its heart, that can build a solidarity economy that changes people's lives.

OUR CAUSE

We harness the power of the Durham Miners' living heritage to inspire and empower our coalfield communities to take collective action to change their own lives.

OUR 3 MISSIONS

1 > Build pride, confidence and hope

Re-establish Redhills as the focal point to celebrate the living heritage and culture of County Durham's coalfield communities.

2 > A community network and parliament

Convene a powerful network of self-organised groups to come together to solve shared problems by building a solidarity economy.

3 > A beacon for marginalised communities

Build a campus to foster social, economic and political education and prototype, study and disseminate ways to build the solidarity economy.



PURPOSE OF THE POST

Volunteers are at the heart of Redhills. As Volunteer Coordinator, you will develop and support our growing volunteer team, ensuring they are welcomed, included, and equipped to support tours, events, the visitor experience and our work in communities across the Durham coalfield. You'll work closely with staff to embed volunteering across all aspects of Redhills' work and ensure it reflects our values and ambitions.

DUTIES AND RESPONSIBILITIES OF THE ROLE

1. Support and coordinate volunteers to provide a warm and welcoming experience for visitors.
2. Lead on all aspects of volunteer management including recruitment, induction, training, scheduling, wellbeing, and communication.
3. Develop systems and procedures to embed best practice in volunteering.
4. Deliver administrative and clerical duties related to volunteering, including expenses.
5. Work with staff and the Board to shape Redhills' approach to volunteering.
6. Identify and arrange training opportunities, including safeguarding and inclusion.
7. Support volunteers to work with our collections and building to develop public programmes such as themed tours.
8. Ensure staff are supported to work well with volunteers and can manage in your absence.
9. Promote inclusive and respectful volunteer experiences that reflect the values of Redhills.
10. Ensure compliance with health and safety and safeguarding policies.

This role involves working some evenings and weekends. We are happy to discuss flexible working patterns at interview.

SUPPORT AND WORKPLACE ADJUSTMENTS

We are committed to making reasonable adjustments to support employees with disabilities or accessibility needs. This includes providing appropriate equipment, adaptations, or other workplace adjustments to enable staff to carry out their role effectively, in line with the Equality Act 2010.

YOUR RESPONSIBILITIES

As part of your role at Redhills, you will:

- Champion fairness and inclusion, ensuring that all colleagues and visitors are treated with respect and given equal opportunities.
- Handle confidential information responsibly, following data protection policies and good practice.
- Follow health and safety policies, ensuring a safe working environment for yourself and others.
- Be open to learning and development, growing your skills and knowledge as part of your role.
- Help keep children and vulnerable adults safe, reporting any concerns to the appropriate service and following Redhills' safeguarding policies.

This job description provides a general outline of your responsibilities. These may change over time, but any adjustments will reflect the nature and level of the role.

This role will require some weekend, evening and flexible working to work with communities and facilitate and take part in events.

PERSONAL SPECIFICATION

Essential Skills and Experience

- ✓ Experience co-ordinating or supporting volunteers or community groups.
- ✓ Strong organisational skills, including scheduling and administration.
- ✓ Excellent interpersonal skills – able to build relationships with a wide range of people.
- ✓ Confident communicator, both verbal and written.
- ✓ Ability to respond calmly to unexpected changes and support others to do the same.
- ✓ Ability to work independently and collaboratively as part of a team.
- ✓ Committed to inclusion, respect and supporting the wellbeing of others.
- ✓ Willingness to work occasional evenings and weekends.

Desirable Skills and Experience

- + Experience working in a heritage, arts, charity, or community setting.
- + Understanding of best practices in volunteer management.
- + Experience developing or delivering training for volunteers or staff.
- + Familiarity with safeguarding principles and inclusive practice.
- + Interest in working with collections or local history.