Volunteer Manager

Sheffield Doc/Fest

Contact:
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Sheffield Doc/Fest seeks to contract an experienced and dynamic Volunteer Manager to join the festival team and oversee the delivery of the Doc/Crew volunteer programme.

Supported by the Head of HR & Participation, the Volunteer Manager is responsible for overseeing the recruitment, training and welfare for the Doc/Crew Volunteers.

The Volunteer Manager will be a people champion able to be flexible across the organisation and demonstrate a commitment to our values. You will have exceptional verbal communication skills with the ability to offer support a number of people from a wide range of backgrounds to ensure the volunteers have a highly positive and productive experience at the Festival.

With a particular focus on ensuring our volunteer opportunities are open and accessible to everyone who wants the opportunity to volunteer and represent the festival locally and nationally across the UK.

Your Tasks

- Oversee all aspects of the Doc/Crew Volunteer programme from recruitment, interviewing, scheduling to training, attendance, rewards, ensuring that all volunteers have a positive experience attending and taking part in the Festival in June 2020;
- Proactively assist the Head of HR & Participation in seeking new fundraising opportunities for the Volunteers programme;
- Oversee the relationship with InitLive – our volunteer software;
- In consultation with the Communications team, oversee the communications for the volunteer programme. Including social media, the e-newsletter, and volunteer trailer;
- Visit local and national universities to recruit volunteers;
- Manage the volunteer reward scheme;
- In consultation with the Head of HR & Participation oversee the volunteer handbook and policies and procedures;
- Manage the volunteer socials, groups interviews and the induction. Ensuring as many people attend;
- Manage the volunteer schedule for all teams ahead of the Festival and continually communicate any potential issues to the Head HR & Participation in advance;
- Oversee reporting processes at the Festival, ensuring that issues are dealt with and escalated where appropriate to Head HR & Participation;
- Line manage the Volunteer Coordinator and the Volunteer Assistant;
During the Festival ensure that the volunteers are supported throughout, dealing with any queries quickly and effectively;
Provide feedback in the form of a written report, to be presented at the Festival debrief meeting;
Provide a report based on baseline questionnaires and the evaluation feedback forms evidencing the impact of the programme for reporting against any relevant funding/sponsorship;
Provide a handover report on the ongoing work to be continued on your departure by the Operations team;
Any other reasonable tasks as required.

Your Skills & Experience

- You have a minimum 2 years of Volunteer management;
- Knowledge of regulations and best practice for volunteers;
- Experience of setting up and delivering community initiatives;
- Experience in recruiting volunteers of all ages and from a diverse background;
- You have excellent communication skills and the ability to speak to a range of people;
- Experience of public speaking;
- Experience of project management;
- Festival experience;
- You have experience of budget management and being creative in helping to make budgets stretch further;
- You can act calm under pressure;
- You are an excellent multi-tasker with a strong eye for detail;
- Excellent organisational skills;
- You have a proven ability to work as part of a team but willing to work on own initiative;
- You have a proven ability to operate to tight deadlines and be adaptable towards them;
- You have a commitment to equality and diversity;
- Demonstrable proficiency in Microsoft Google Platforms;
- Experience in evaluating volunteers programmes.
- Keen to develop in the arts industry;
- Have an interest in documentaries and cross platform storytelling.
Overview

Role: Volunteer Manager
Tenure: 2 days a week - 17 Feb, 3 days a week - 2 March, full time 16 March until 18 June 2020;
Fee: 77 days // £90 a day // £7254 (including an increased day rate to reflect the longer festival days);
Contract: Worker contract. You will be responsible for your own tax and insurances. You will accrue sick and holiday pay;
Holiday: 8 days
Location: Sheffield
Line Manager: Head of HR & Participation
Direct Reports: Volunteer Coordinator, Volunteer Assistants

How to Apply

We are inviting prospective applicants to apply for this role by submitting either an up-to-date CV and a covering Letter, of no longer than 300 words. Or a video (length: up to 15 mins) explaining why you think that you would be a good fit for the role and why you want to apply.

Please address applications to: Maria Stoneman, Head of HR & Participation.
Email address: recruitment@sheffdocfest.com

Subject heading: Volunteer Manager
Please also direct any queries to the same name/email.

If you require further information (including requests for printed forms/access support), please contact us on +44 114 276 5141 or you are encouraged to take up the offer of a confidential conversation with our Maria, Head of HR & Participation before applying. Please email her on recruitment@sheffdocfest.com to arrange a good time to talk.

We monitor the diversity of our workforce and for the purposes of reporting to our key funders we ask that you help us by completing the following questionnaire anonymously. Click here to be taken to the form.

The deadline for applications is: 09:30am GMT Wednesday 15 January 2020
Equal Opportunities

Sheffield Doc/Fest is proud to be a Disability Confident Committed employer – our jobs are like our festival, are open to all.

We believe that documentaries, and those working in the arts and in media – including ourselves - have a part to play in creating a society which is proud of its diversity and its multi-cultural heritage.

Doc/Fest’s programme-centred approach to inclusiveness puts diversity at the forefront of its activity. Through the documentaries we showcase and the talent we develop, we aim to celebrate diversity, promote equality, and challenge discrimination.

Equally, we are committed to providing a welcoming, accessible, inclusive and positive experience for all festival attendees, and for all team members and volunteers – regardless of age, disability, sex, gender, sexuality, marital/civil partnership status, pregnancy, maternity, paternity, race, religion, belief, or socio-economic background. We’re proud to be a Disability Confident committed employer, supporting disabled people in the workplace.

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