

## Roundhouse Volunteering Experience Officer

### About Roundhouse Birmingham

Roundhouse Birmingham is a heritage enterprise and independent charity.

It was created through a landmark partnership between by Canal & River Trust and National Trust to find a new and sustainable purpose for one of Birmingham's hidden gems, the Roundhouse.

Roundhouse Birmingham will offer visitors a chance to See the City Differently through a range of volunteer-powered guided city and canal tours, while securing a sustainable future for the historic site through our range of lettable spaces. With our custodianship of the Roundhouse and its story as a starting point, we will create links between our visitors, volunteers, and city.

We believe in the social benefit of connecting people with the unique stories and special places that Birmingham has to offer, across streets, canals and public spaces.

We will work with our volunteers and partners to find innovative and entrepreneurial ways to champion our city's heritage, doing our bit to make Birmingham a destination for visitors from near or far.

Roundhouse Birmingham is opening to the public in July 2021.

[www.roundhousebirmingham.org.uk](http://www.roundhousebirmingham.org.uk)

Twitter: @bhamroundhouse

Facebook: Roundhouse Birmingham

Instagram: @bhamroundhouse

### Roundhouse Visitor Offer and Operating Hours

#### Visitor Centre and public activity programme

- Spring/Summer Season - April-September, 9.30am-4.30pm, 6 days per week (closed Monday's)
- Autumn/Winter Season - October-March, 10am-4pm, 5 days per week (closed Monday's and Tuesday's)

Our volunteer team will be on duty all times the Visitor Centre is open.

#### Roundhouse Operations Office

- 7 days per week, 8am-6pm.

### Roundhouse Volunteer Programme

Roundhouse Birmingham are proud of our team of enthusiastic and friendly volunteers. We currently have a number of volunteer roles, from Walking and Kayaking Tour Guides, to the Events & Welcome Team, to Photography Volunteers and Digital & Social Media Volunteers. We are currently in the process of training our volunteers in advance of opening to the public in July. You can find out more information on our volunteer programme on the Roundhouse website.

### Role Summary

We have an exciting opportunity for someone who is passionate about volunteer involvement, engagement and participation. Over the past few months, we've been recruiting and training our volunteer team in anticipation of our opening in July. We are now looking for a Volunteering Experience Officer to continue these relationships and work to grow the team that will contribute towards the future success of this brand-new heritage attraction.

At Roundhouse Birmingham, we want to 'do things differently, see things differently, and care for things differently', so you'll be working with a diverse range of people, and developing new and existing relationships.

This role will be about building great volunteering involvement. Recruiting new volunteers and reaching out to local communities and organisations to engage with new audiences will be key to the role. You will coordinate the volunteering programme at the Roundhouse, creating a consistent and quality volunteer experience that is positive, flexible and inclusive. You will build the Roundhouse volunteer network, and with support from members of the wider Roundhouse team, be responsible for recruiting and training new volunteers.

You will lead the strategic development of volunteering for the Roundhouse, forming appropriate plans, partnerships and strategies in line with internal and external agendas. You will develop new offers and improve the experience for current volunteers, finding new ways to use their time and talents. You will continually develop and review volunteer involvement, seeking to involve volunteers in all we do and grow support for our work with people who live near to our beautiful building. With some off-site engagement, you will act a key contact for building support from the community and identifying opportunities for partnership work.

### Role Requirements

- The role is 4 days per week, with one weekend per month on a rota basis
- The expectation is that normal hours for this role will be 0900-1730 with an hour lunch break.
- If hours differ to accommodate events, etc., time in lieu is offered on prior agreement.
- Any specific equipment or uniform required for the role will be provided.

### Who we're looking for

- Someone who is confident in building strong relationships quickly, you'll be a natural people person and feel comfortable with talking to lots of different people from different backgrounds.
- You'll thrive in a busy, bustling environment.
- You'll be empathetic and able to listen to other points of view.
- Someone who's not afraid to try something different. Ability to constantly learn and develop in order to adapt our volunteering approach based on social trends, audience motivations and external context.
- You'll be able to work really well as part of a disparate team, and also able to step up and lead for successful delivery when required.
- Excellent written and verbal communication skills.
- Excellent digital skills and the ability to learn and understand new systems.
- Excellent coordination and organisation skills, including training or coaching others.
- Strong customer service skills.
- Advanced IT Skills (including Microsoft Office).
- Problem solving skills, and ability to work on own initiative
- Someone who will bring enthusiasm and positivity to the role, and who will embody the Roundhouse 'smiley' ethos.

### Timeline

Closing date:	Sunday 23 May
Interview date:	Tuesday 8 June, in person, if possible, at Roundhouse Birmingham
Start date:	w/c Monday 5 July, earlier if available.