

Volunteer & Adult Learning Manager

Job title:	Volunteer and Adult Learning Manager
Responsible to:	Creative Director, Grand Junction
Location:	Grand Junction, St Mary Magdalene's Church, London W2 5TF
Hours:	Full time (35 hours per week)
Salary:	£33,000
Duration:	Fixed term contract for 3.5 years (with the possibility of extension).

Background

About Paddington Development Trust

PDT was formed in 1998 by local residents who remain at the heart of everything we do. Our mission is to bring people together and support them to take charge of their own individual and shared futures.

We do this through volunteering projects, supporting people into employment, self-employment and training and through projects that enhance the built environment and provide additional facilities for local people.

Further information at: www.pdt.org.uk

About Grand Junction at St Mary Magdalene's

Ten minutes' walk from Paddington Station, beside the Grand Union Canal, St Mary Magdalene Church is one of the finest neo-Gothic churches in the country. Managed by Paddington Development Trust, the Grand Junction project sees the church opened up to all, as a venue with a lively community and arts programme.

Grade 1 Listed, it was built in the 1860s and 70s by the great Victorian architect G E Street, who orchestrated the very best artists and craftsmen of the day to produce a masterwork combining architecture, sculpture, stained glass, and arguably the most remarkable painted ceiling in an English parish church. From the mid-20th century the church fell into disrepair. It has now been lovingly restored and a beautiful new building has been added alongside, designed by Dow Jones Architects, which provides a café, learning studio and visitor facilities.

We are open as a venue running courses for adults, after-school clubs for young people, family workshops, a heritage programme embracing local cultural heritage as well as the art and architecture of the building, and a rapidly growing arts and music offer. The church is open regularly for visitors, allowing enjoyment of its astonishing architecture by a much wider audience. At the heart of Grand Junction is the idea of bringing together different communities, bridging some of the parallel worlds of 21st century London.

Westbourne Ward in North Westminster is one of the most deprived in London and our project is committed to working with local people to create a leading arts and cultural space that will be a point of pride for the community. We have ambitious plans over the next few years for growing both our community and arts programme, attracting both a wider, as well as local, audience.

Further information at: www.grandjunction.org.uk

Job description

This job description provides an overview of the work, it is not intended to be exhaustive. Employees may be required to undertake additional tasks not listed below, in so far as they are competent to do so. A positive and flexible approach and a willingness to meet new challenges are of paramount importance.

Purpose of Job

Grand Junction offers a busy programme of adult learning and volunteering. Volunteers are able to fulfil roles in the areas of event stewarding, visitor experience, heritage tour guiding, administration, marketing, and research roles. Our adult learning programme involves working closely with local partners to deliver a range of classes and projects for local people, in the areas of wellbeing, language learning, arts and creativity.

The Volunteer and Adult Learning Manager will lead on the management and delivery of the volunteer and adult learning programmes at Grand Junction, in collaboration with the Creative Director. You will be responsible for managing the volunteering offer to create a successful volunteering experience. You will work with partners and the Creative Director to programme and manage an eclectic, high-quality, adult learning offer, suitable to the needs of the local community. You will manage two Project Workers, supporting them to deliver the day-to-day coordination of volunteers and learners on site.

You will inspire local people to get involved, and ensure that there are sufficient training and development opportunities for them.

You will work closely with PDT colleagues to ensure consistency of experience across the organisation, as well as looking for partnership opportunities to maximise the development and enjoyment of volunteers and learners.

Volunteer Programme

1. Review existing volunteer recruitment and management systems, implementing new approaches where necessary.
2. Oversee the delivery of regular information workshops for prospective volunteers, and manage a robust and repeatable induction training programme.
3. Develop existing and new volunteer roles to maximise the opportunity for people to contribute to the operation of Grand Junction, including the research for, and co-creation of, our Living Heritage Project and exhibition programme.
4. Identify volunteer training needs and manage the delivery of person-focused, role-specific training for all volunteering opportunities at Grand Junction, with the support of the Project Workers.
5. To work with other staff across Grand Junction, and PDT more widely, to identify and implement progression routes for individual volunteers, either through further volunteering, learning or future employment.
6. Diversify the Grand Junction volunteer workforce to help ensure that all communities have a chance to benefit from opportunities.
7. Manage the recruitment strategy for volunteers.

8. Oversee administrative tasks in relation to volunteers including rotas, and the management of online tools to support these.
9. Celebrate and promote the contribution of our volunteers, and the difference it makes to our work through regular social activities and recognition events.
10. Be an advocate for the active involvement of local people at Grand Junction and support volunteers to have a voice in shaping Grand Junction's programme

Adult Learning Programme

- To develop, alongside the Creative Director, a creative programme of activities and classes for adults, where possible using the heritage of Grand Junction and the surrounding North Paddington area as starting points for learning.
- To establish good working relationships with other learning providers, seeking opportunities for them to deliver diverse learning opportunities on site and developing joint projects and funding proposals as appropriate.
- Manage the delivery of the day-to-day programme, supported by the Project Workers; including working with facilities staff to ensure that spaces are ready for the delivery of activity, and resources are prepared and in place.
- Work with delivery partners and the Grand Junction team to timetable activities at Grand Junction, and manage the needs of tutors in partnership with the Project Workers.
- To lead on the marketing and outreach for the adult learning programme, with support from the Project Workers, including distribution of promotional material and outreach sessions within the local area.
- To engage adult learners from a diverse range of backgrounds, including organising consultation on the community learning provision that local people would like to see at Grand Junction.

Management

1. To supervise and manage two part-time Project Workers in the coordination of the day-to-day delivery and promotion of the volunteering and adult learning programmes.
2. Recruit, induct, manage and support interns and work placements alongside project partners, ensuring they are equipped to carry out the tasks required of them and ensure that they have a quality experience at Grand Junction.
3. Develop and promote work placement opportunities at Grand Junction. Ensure they are equipped to carry out the tasks required of them and ensure that they have a quality experience.

Monitoring, Reports and Budgets

1. Ensure that all volunteering and adult learning programme activities are evaluated and monitored in accordance with Grand Junction's evaluation strategy, setting this within the context of wider trends and research on approaches to evaluation.
2. Support the Creative Director in the preparation of funding applications, monitoring reports for funders, and ensuring that internal databases are kept up to date.
3. Effectively manage petty cash and volunteer expenses budgets, ensuring records are being accurately kept by the Project Workers.
4. To support the Creative Director to manage the volunteer and adult learning project budget.

General

1. Create engaging promotional and marketing materials for volunteering and learning programmes, including posters, leaflets, website content, newsletters, and social media posts.
2. To share responsibility with the rest of the team for promoting and advocating for the project and its vision and values, including through social media channels.
3. To ensure that the project is delivered in line with PDT policies including the safeguarding of Vulnerable Adults, volunteering, health and safety, data protection and equality and diversity.
4. To be responsible for opening and closing of the building when necessary, including support with the delivery of the wider events programme at Grand Junction.
5. To participate in Grand Junction and PDT's staff development process and undertake training as agreed.
6. Be willing to work occasional evenings and weekends.
7. To perform other duties as requested by your line manager.

Person Specification

Requirements	Criteria	Essential	Essential	
1. Experience and knowledge	a. At least three-years experience working within a community, charity, arts or heritage settings where communities access learning, creative or wellbeing experiences and/or a volunteering programme is delivered	x		
	b. Proven track record of developing engaging volunteer offers and programmes, and of managing volunteers.	x		
	c. Proven track record of managing and producing complex community projects on time and to budget.	x		
	d. Good knowledge of best practice in the recruitment, training, and development of volunteers, and an eagerness to keep up to date with developments within the sector.	x		
	e. Experience of establishing and managing a diverse volunteer workforce.	x		
	f. Understanding of the potential barriers to engaging diverse and deprived inner-city communities and strategies to overcome them.	x		
	g. Experience of using a variety of methods to evaluate the success of community and volunteering projects.	x		
	h. Experience of managing small budgets and managing systems for recording project expenditure.	x		
	i. Experience of working on the development and provision of online content and services.	x		
	j. Experience of working in an arts or heritage setting, and how being involved with arts or heritage projects can inspire and engage learners and volunteers.		x	
	k. Experience of managing other staff members.			x
	l. Experience of fundraising.			x
	2. Skills and abilities			
	a. A 'can-do' attitude, with a flexible and positive approach to work. Ability to problem solve, and display agile thinking in a fast paced and changing environment.	x		
	b. A sense of responsibility and commitment to delivering work of consistently high quality.	x		
	c. A team-player, with a willingness to work collaboratively and with a high degree of flexibility. Willingness to actively contribute to the wider goals of the team.	x		
	d. Organised approach with the ability to set up and implement robust systems.	x		
	e. Ability to network with and build strong relationships with people from different backgrounds, showing empathy and building trust, whilst maintaining clear boundaries.	x		

	f. Excellent written and verbal communication skills, with the ability to tailor content and style to suit different audiences.	x	
	g. Strong working knowledge of a variety of IT packages (Word, Excel, Outlook), and experience of managing social media accounts in a work context. Confidence using online software, particularly that related databases and evaluation.	x	
	h. Willingness to work occasional unsociable hours, i.e. evenings and weekends.	x	

Equality and Diversity

PDT is committed to the provision, on a fair and equitable basis, of all our services and all areas of our operations.

PDT recognises that discrimination exists and that there is a strong link between discrimination, poverty and lack of opportunity. It is PDT's committed aim to enable access to existing and emerging opportunities and to empower all people living in Paddington and to others we work with, particularly those communities and people who have been excluded from mainstream services.

PDT will not discriminate on the grounds of race, ethnic origin, nationality, religion, culture, gender, sexual orientation, disability, HIV status, age or against ex-offenders. This applies to recruitment and selection, as to all other areas of our work.

Application process

We are using a standard application procedure to recruit for this role. We recognise that people will have different familiarity with this process. We are keen to support and explain the process to anyone who would like further explanation or who would like to discuss the post further. Please also contact us if you require special arrangements or reasonable adjustments to be made to enable your application due to disability. Please contact us directly for further information or to arrange an informal conversation: Yasmin@grandjunction.org.uk

The closing date for this post is **12pm on Monday 30th November 2020**.

To apply please complete the application form and equality and diversity form and return to Yasmin Aziz at yasmin@pdt.org.uk. **Please note that CVs will not be accepted.**

If shortlisted interviews will be held on **4th December**.