



STONYHURST

Job Description

Job Title: Bookings Co-ordinator and Volunteer Liaison Assistant

Department: Curator

Line Manager: Assistant Curator

Job Purpose:

The role will involve liaising with Curatorial staff, Enterprises and Development to avoid diary clashes. Co-ordinate the pool of Volunteers, organise paperwork and liaise with HR to ensure that all relevant paperwork is completed, and records updated. You will act as the main point of contact for Volunteers and Guides.

Key Tasks and Responsibilities

Bookings and Diary Co-ordination

- Support the Assistant Curator and Curator in relation to managing the Museum Bookings and Tours diary and oversee the volunteer shift diary and ensure coverage for tours, visits and Open Days.
- Monitor the Collections Booking website, answer emails and manage Museum diary for visiting groups, schools and Open Day tours.
- Assist with group bookings ensuring smooth passage through front of house by greeting and processing.
- Provide administrative support for the Curatorial department in relation to bookings and tours (e.g. issue invoices, undertake filing) and take Museum-related enquiries by phone and email, deal with any issues or redirect to the appropriate staff member

Volunteer Supervision

- Schedule volunteers and organise rotas to provide the required coverage for a variety of Museum programmes and open days.
- Assist with the production of volunteer policies and procedures, including risk assessments.
- Generate appropriate advertising of volunteering opportunities with role descriptions for the Libraries and Collections website

- Meet potential volunteers, introduce them to the museum and explore their reasons for volunteering, helping to match them to appropriate roles.
- Assist with the interview procedure for volunteers to ensure they are appropriately matched and trained for a position and guide new volunteers through the induction process.
- Help to organise social events for volunteers to thank them for their commitment and service.
- Monitor, support and motivate the volunteers to enable them to carry out their roles in the museum and libraries

Person Specification

- Experience in basic clerical administration and diary management with a high level of organisational skills.
- Excellent command of written and spoken English
- Polite and pleasant manner with good communication skills and experience of working with the general public.
- Experience in interviewing and supervising volunteers.
- Ability to devise and deliver training sessions.
- Willingness to lead guided tours if required.
- Flexible and positive approach to teamwork.