

## Volunteer Engagement Manager

---

Full-time, salary from £26-28,000 depending on experience

An opportunity for someone with experience in volunteer management to work in an exciting and ever changing environment. The postholder will lead on the continued relaunching and reinventing our volunteer effort as we emerge from the pandemic and enter our second decade.

### Key objectives – the results of what you will do

<b>More volunteers</b>	A steadily growing pool of volunteers resulting from both recruitment and retention
<b>Happy and effective volunteers</b>	Volunteers enjoying, growing and benefitting from their experience – and making an effective contribution
<b>More engaged volunteers</b>	Volunteers and others engaging in theatre-related activities for their own growth and wellbeing
<b>A coherent staff-volunteer team</b>	Complementary relationships between staff and volunteers with excellent working relationships

### Key responsibilities and skills – what you'll do to get the results

<b>Organise</b>	Working with the General Manager and the wider staff team to organise everything to do with volunteering – from recruitment to social events
<b>Train</b>	Developing and delivering training courses and supporting other members of the team to do the same – with overall responsibility to ensure the training is effective
<b>Engage</b>	Working with other members of the team, developing and promoting a programme of workshops, visits and other activities that will engage volunteers in theatre experiences
<b>Support</b>	Lead on ensuring our volunteers gain from their time with us – including organising supportive experiences for volunteers who may have additional needs
<b>Administrate</b>	Managing budgets, ensuring volunteer IT systems work, overseeing volunteer health and safety and general admin

### Person specification

You will have experience of managing volunteers and be aware of current sector best practice, including emerging trends and legal implications. You may have worked in theatre or you are a theatre enthusiast and this would be your first time working 'behind the scenes'. You will certainly be organized and be a good communicator.

In a new environment you'll need to learn fast – and be able to help others learn too. And not only volunteers. Part of the way you'll get the job done is by helping other members of the team work

# THE GAIETY

more effectively with volunteers. So you'll need to be both diplomatic and persistent. With a small staff team and a large group of volunteers much of your success will depend on your ability to build relationships, so you will be a 'people person' and enjoy that side of your work.

The role will be a challenging one, and will need you to work on your own initiative for much of the time. As a small organization going through some rapid change, not everything will be as calm and collected as we might hope. But for every challenge the work may present we will provide support. And like many people who have worked at The Gaiety over the last few years, you will have plenty of opportunities for personal development and progression.

## **The organization**

Ayr Gaiety Partnership is the charity and social enterprise that runs The Gaiety Theatre and an increasing range of producing, touring and creative engagement activity. While the theatre itself is 120 years old, the organization has been going a little over a decade – reopening the theatre ten years ago. The organization sprang originally from the Ayr based Borderline Theatre Company and individuals in the local community. So we have always aspired to be much more than just a theatre building, with community-based activity very much part of what we do.

This is an exciting time to join the organization. Over the last few months we have restarted the successful live programme on our main stage, after the long gap caused by the pandemic. And we have a new impetus behind our creative engagement and producing activity, with exciting and innovative work with our communities. As we move forward we are looking to move up a gear in every aspect of our work.

## **The job**

The volunteer team is an integral part of The Gaiety – welcoming customers, working on the stage, selling tickets, preserving our heritage, supporting people in the community and more. In a normal year we estimate that volunteers contribute over £200,000 of time to the organization. In fact the organization was set up by volunteers and the volunteer ethos remains central to our existence. After the forced pause resulting from the pandemic, we now need to significantly increase our volunteer activity. Our aim is to establish best practice in volunteering with a varied and engaging volunteer programme. This will include the recruitment, training and daily support.

The revised post of Volunteer Engagement Manager will be crucial in supporting this priority, ensuring we have sufficient well-trained volunteer cover in place at all times. And for ensuring barriers to participation are reduced for those volunteers who might otherwise find themselves excluded. We wish to be seen as a centre of excellence for access and inclusion and operates best practice for all.

Key to the refreshed approach we want to take will be working to view our volunteers as beneficiaries of our activity, not only contributors to it. So we want to see volunteers becoming more engaged in theatre in all senses. This might mean visits to shows in other theatres or even something as simple as back stage tours in our own theatre. So an important part of the job will be working with volunteers to put in place a programme of appealing and enjoyable theatre-related activity.

# THE GAIETY

## Application process

Please apply with cv and covering letter, by email to the Chief Executive, Jeremy Wyatt, [jeremy.wyatt@ayrgaiety.co.uk](mailto:jeremy.wyatt@ayrgaiety.co.uk) by midnight on Friday 9<sup>th</sup> December. (We hope to hold interviews in the following week. If you'd like to discuss the post, please contact General Manager Sally Rennie by email [sally.rennie@ayrgaiety.co.uk](mailto:sally.rennie@ayrgaiety.co.uk) to fix up a phone call.

We believe that having people with different experience and interests makes a vibrant work place. So we welcome applications from people of all backgrounds. And we are of course an Equal Opportunities employer. (So we also ask you to complete and return an equal opportunities form.)