

Volunteer Coordinator

Job Title:	Volunteer Coordinator
Project:	NLHF: Voices through Time: the Story of Care
Reporting to	Programme Manager – the Story Centre
Based:	Coram
Salary Range:	£18,000 per annum pro rata (£30,000 FTE)
Work Pattern:	Part-time, 3 days per week
Contract Type	Fixed Term until Autumn 2023

About Coram

Coram is the oldest children’s charity in the UK. We have been supporting vulnerable children for more than 275 years and are still finding new ways to help children. Coram helps children and young people develop their skills and emotional health, finds adoptive parents and upholds children’s rights, creating a change that lasts a lifetime. We now help a million children and young people every year and comprise a continuing narrative as the oldest children’s charity and birthplace of children’s social care.

About *Voices through Time: The Story of Care*

Voices through Time: The Story of Care is an NLHF-funded project to digitise Coram’s Foundling Hospital archive, and make it available to a wide audience online, so people can learn about its history of children in care. These records will be transcribed via a crowd-sourcing volunteer transcription project.

The project will also deliver a series of creative projects with young people with lived experience of the care system. Using the archive as inspiration, young people will create films, exhibitions, theatre and other creative outputs, talking about their own experiences, and sharing these with the general public in an

effort to change attitudes about care-experienced young people.

Purpose of the Role:

The Volunteer Coordinator will establish the Story of care volunteering programme, ensuring the recruitment and retention of volunteers to help deliver the programme. A key part of the role will be overseeing the crowd-sourced transcription volunteers and ensuring the smooth running of this part of the project. The Volunteer Coordinator will manage at least 100 transcription volunteers and will also support Story of Care Ambassadors (young care-experienced volunteers) and the Stories of Interest volunteers.

Relationships

The post holder will report to the Programme Manager – The Story Centre. The role will work closely with the Programme Manager, The Youth Engagement Coordinator and the London Metropolitan Archives. The role will manage at least 100 transcription volunteers and will also support Story of Care Ambassadors (young care-experienced volunteers) and the Stories of Interest volunteers.

Main Duties & Responsibilities:

- Establishing volunteering procedures and policies as basis for volunteering programme in line with best practice
- Managing the induction of volunteers and providing training where required
- Reaching targets for recruitment and diversity as agreed with the Programme Manager, in line with the Activity Plan
- Maintaining and monitoring the Volunteer Management System (e.g. Time Counts) and producing data on volunteer involvement for the purposes of reporting to NLHF
- Supporting the Youth Engagement Coordinator with the recruitment of young volunteers (Story of Care ambassadors and Stories of Interest volunteers)
- Helping create the transcription portal on Zooniverse working alongside colleagues (e.g. Story Centre Manager, Archivist and Zooniverse) to help define the workflow

- Recruiting new volunteers from e.g. local history centres, Family History Societies and magazines (e.g. BBC Who Do You Think You Are?) etc., for the crowd-sourced transcription
- Working with the Archivist and the Head of Strategic Funding, to define taxonomy, key words and tags for the material to be transcribed
- Creating a short online tutorial for volunteer transcribers and providing support to transcribers as and when required
- Arranging ‘transcribeathons’ in former Foundling Hospital locations (Chester, Shrewsbury, Aylesbury, Ackworth, Westerham and London) to encourage wider volunteering participation
- Contributing to marketing and communications campaigns to help promote and sustain the volunteering opportunities
- Monitoring and responding to the volunteer transcription talk forum on Zooniverse
- Managing the checking and approval of volunteers’ transcriptions
- Networking with other crowd sourcing projects to ensure best practice and lessons learned are incorporated into the Programme
- Maintaining accurate records, in line with Coram policies and processes, and contributing actively to the monitoring, evaluation and reporting of the programme.
- Facilitating, as required via the Coram Fundraising team, appropriate feedback and access for the programme funders or other Coram funders
- Any other duties within competence as required.

Person Specification

- Completion of a Volunteer Management training course by NCVO or equivalent (D)
- A least 2 years' experience of volunteer management in a heritage context (E)
- Experience of working with a diverse group of volunteers (E) including young people aged 16-25 years old (D)
- Strong administration and organisational skills (E)
- Excellent interpersonal skills with the ability to communicate with a wide range of stakeholders internally and externally (E)
- Good communication and engagement skills with volunteers and others (E)
- Flexible and can-do attitude (E)
- Great attention to detail (E)
- An understanding of the duties and responsibilities of a social care organisation and of the issues and experiences of young people from care (E)
- Interest in and commitment to Coram's ongoing work and values (E)
- An understanding of and commitment to equal opportunities (E)