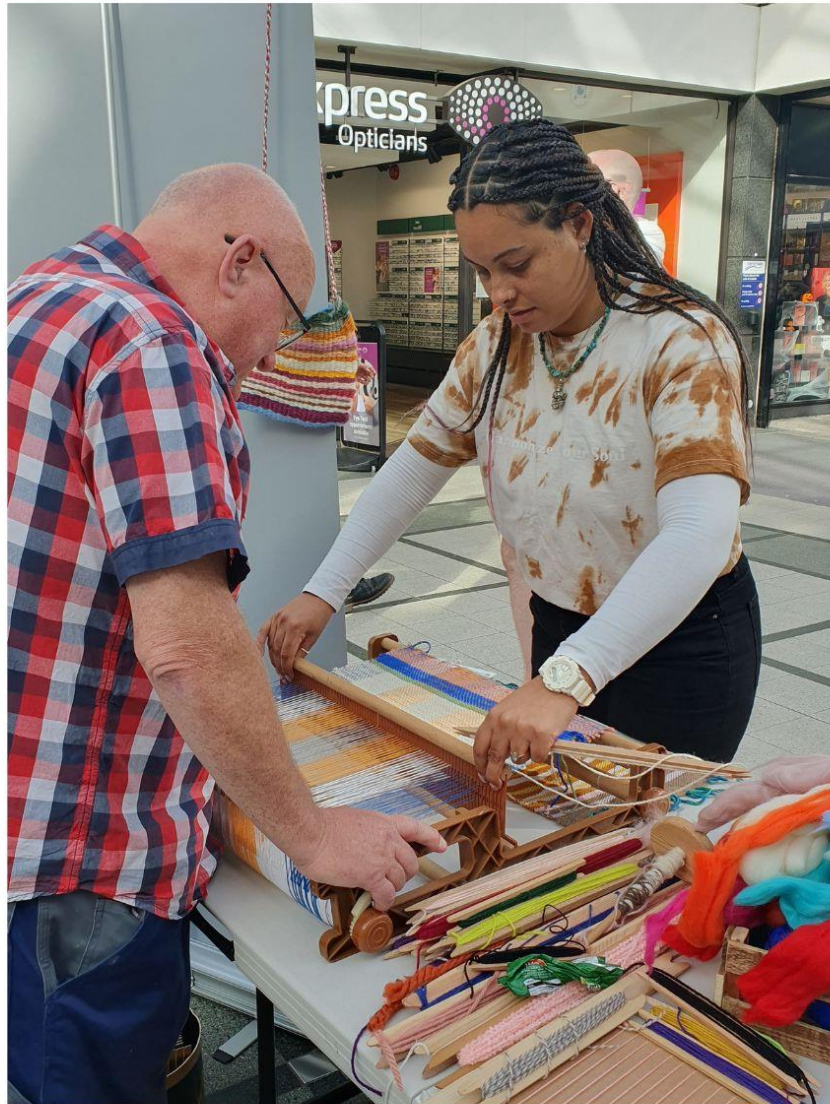




Welcome to Arc

Volunteer and Engagement Co-ordinator Application Pack



“Arc is not just a programme – it’s a community where people come together. It’s a place where you can feel free, where you feel supported and safe”

Arc is one of the UK's leading arts & mental health charities. From our base in the iconic Hat Works building in Stockport town centre, we engage with adults and children across Greater Manchester and provide creative programmes which support mental health and wellbeing.

This is an exciting opportunity to join our small, dedicated team and make a real difference to the lives of people facing mental health challenges. We are seeking a highly motivated Volunteer and Engagement Coordinator, to develop meaningful roles and opportunities for volunteers across our delivery, and increase the external profile and reach of Arc to help us sustain our work.

The successful candidate will be organised and have great communication skills. They will show the ability to successfully recruit, support and, crucially, *inspire* our amazing team of volunteers.

About Arc



Arc is one of the UK's longest-standing and most respected arts and mental health charities. Based in Stockport and operating across Greater Manchester, we create life-changing opportunities for people experiencing mental health challenges by providing access to creativity.

We meet the ever-increasing demand for a quality and personalised creative health provision, improving the mental health of the adults and young people we work with, reducing feelings isolation and loneliness, and including everyone in our creative activities.

From prevention initiatives to supporting those experiencing acute distress, we offer timely, structured, appropriate creative engagement at different stages of life. In addition, we provide meaningful volunteering roles, especially to those with lived experience of mental ill health, and transform lives through opportunities to build skills, confidence and social connections.

"It's a testament to Arc's success that many people who first came for help are now actively supporting others and giving back to the community."

Arc - Key Statistics

2023/24



Adult Arts for Wellbeing Programmes



Young People's Arc Programme



Engagement and Volunteering



Created by **SQW**

Rob's journey (not real name) – Having struggled with his mental health since childhood, Rob's GP referred him to Arc when long term mental and physical health issues stopped him from working. In just over a year, he progressed through our wellbeing programmes and took part in the first Aspire pilot training programme, supporting participants to become volunteers.

"Volunteering has changed my life dramatically, it has given me a sense of purpose, focus and responsibility and has increased my confidence and motivation. It has really turned my life around and given me a future to aim for."

Rob is a popular figure at Arc, welcoming visitors to our centre, talking to them openly about his experience, representing Arc at events and leading family arts activities. *"Awesome guy, wonderful with the children and adults too."*

Rob is now a key member of the Arc team, an advocate and a facilitator. *"Since I started at Arc, I'm a different person. I've gone from being in a very dark place and feeling isolated to being part of community and having new confidence! I get to do what I love while making sure everyone leaves happy and excited to return. Arc has done a lot for me so I'm always happy to give back."*

The Role:

Job Title	Volunteer and Engagement Coordinator
Hours & pattern of work	<p>A permanent contract for 25 hours part time, to be worked over 3 – 4 days. (full time is 37.5 hours)</p> <p>Core hours are : Thursdays and Fridays 9.30 – 5.30 in the Arc Centre, plus the remaining hours on Tuesdays and Wednesdays. There may be times when these hours can be worked from home, when appropriate for the business.</p> <p>You will sometimes be required to work on the last Saturday of the month. Occasional evening working will be required.</p> <p>TOIL may be taken by arrangement with line manager.</p>
Salary	Starting salary - Arc scale point 11 to 14 £24,463 - £25,477 (pro rata)
Responsible to	Operations Manager.
Responsible for	Management and supervision of volunteers.
Location	The role will be based at Arc Centre, Hat Works, Wellington Mill, Wellington Road South, Stockport SK3 0EU but travel to other sites may be required at times.
Budgets managed	None but will be expected to follow financial procedures in place.
Holiday	25 days + Bank Holidays pro rata, (3 days of allocation should be taken between Christmas and New Year)
Benefits	NEST Pension - Arc contributes up to 5% salary, matched by employee.

Probation Period	3 months
Job purpose	<ul style="list-style-type: none"> • Co-ordinate our volunteer programme. • Work with colleagues to identify volunteer opportunities and new roles within the organisation which volunteers can support with or lead on. • Induct, support and train our volunteer cohort. • Engage with internal and external stakeholder, agencies and communities to recruit volunteers from a wide range of different communities, backgrounds and skills. • To liaise with the public and external agencies on our behalf, working to raise Arc's profile.

Role Description and Person Specification

Key Responsibilities

- Recruit and develop Arc's volunteer team and support them to help deliver Arc's projects and activities at the Arc Centre at Hat Works and partners venues.
- Ensure volunteers are appropriately trained and managed and that volunteer systems are fully compliant with good volunteer practices and health and safety.
- Contribute to the delivery of Arc's Public Programme, with a focus on participant feedback.
- Develop and maintain relationships with a range of external stakeholders, through networking and organising events that raise the profile of and/or funds for Arc.

Key Tasks

Volunteer co-ordination and internal stakeholders

- Work with team members to assess volunteering needs for Arc projects, and place volunteers appropriately across Arc's service delivery.
- Recruit, support, and train volunteers, and provide regular information, contact, and support through emailed newsletters, socials and 1 to 1 conversations.
- Support and co-facilitate the Aspire programme for Arc participants who wish to undertake meaningful volunteer roles within the organisation.
- Develop relationships with agencies who may refer and recommend suitable volunteers eg. Sector 3, Stockport College, University of Manchester, MMU
- Develop, coordinate and supervise teams of volunteers to deliver appropriate activities eg, Saturday Art Clubs, Handmade at Hat Works, Art socials, Stepping Hill Hospital, Arc Ambassadors at external events.
- Work closely with the Operations Manager to develop teams of volunteers who support and staff the café, public events and exhibitions.

- Track attendance, engagement, progress and impact of volunteering.
- Assist in the recruitment of Directors (trustees) to the Board, working with the Chair and Lead Officer.
- Lead in the processing of DBS checks including volunteers, Directors, and staff.

Engagement with external stakeholders

- Contribute to the planning, marketing, and management of the Public Programme.
- Help track impact of the Public Programme through audience and participant numbers and feedback.
- Cultivate relationships with local organisations and businesses to enhance awareness and participation or contribute to fundraising/donations and corporate partnerships – including attending and presenting at events.
- Work with the Marketing Officer to communicate our message to a wide audience – via social media, events, and strategies.
- Update the Arc website when needed and as instructed.
- Handle phone calls, enquiries and requests as required.

General duties and responsibilities

- Contribute to reports for funders which clearly show the impact of Arc's projects and work, as directed by the Lead Officer.
- Maintain knowledge of good volunteer management practices, supporting in the review and updating of relevant policy as instructed.
- Be a designated key holder, responsible for opening and locking the premises when required.
- Respond flexibly to the needs of the staff team, undertaking a range of tasks to support safe operations as required.
- Accept regular supervision from your line manager and participate in an annual appraisal.
- Enthusiasm and commitment to supporting Arc's policies and the principles of advancing equality and inclusion.
- Be committed to Arc's Environmental Policy, actively seeking ways to minimise environmental impacts and waste
- Attend relevant training and CPD learning.

- Adhere to Arc's policies and procedures at all times.
- Undertake other reasonable duties.

Person specification

Experience, Skills and Knowledge	Requirement
Experience of volunteer management and coordinating volunteering within an organisation	Essential
Excellent communication skills, both oral and written with the ability to communicate effectively and thoughtfully with people from a range communities and backgrounds.	Essential
Good IT skills, with the ability to use a range of Microsoft tools including Word, Excel, and PowerPoint.	Essential
Excellent attention to detail.	Essential
Ability to work independently and collaboratively.	Essential
Ability to plan, organise and co-ordinate own work.	Essential
Ability to remain focused and complete tasks accurately in a fast- paced environment	Essential
A commitment to equality, inclusion and diversity	Essential
Previous experience working in community engagement or arts participation.	Desirable
Knowledge of web collaboration tools, for example Microsoft Teams and Zoom	Desirable
Awareness of Microsoft 365	Desirable

Application Process

To apply for this role please complete the application form, explaining what attracts you to this position, and evidence of your ability to meet the job description and person specification. If you do not have 100% of the criteria listed but feel strongly that you have other skills and experience which would make you ideal for this role, please apply.

- 1) You will need:
 - to add a supporting statement (no more than 2 sides of A4)
 - the names and contact details for 2 professional / employment referees
 - to complete the equality and diversity section of the application form [here](#)

Arc strives to meet the aims and commitments set out in our equality policy. This information enables us to build an accurate picture of the make-up of our applicants to promote equality and diversity, in accordance with the Equality Act 2010.

- 2) Download the application form (in Word or PDF) format from [here](#)
- 3) If you have completed the form electronically, you can submit your application to: **admin@arc-centre.org**
- 4) If you have filled the form in (preferably with a black pen), you can submit your application here:
Arts for Recovery in the Community, Hat Works, Wellington Mill , Wellington Rd South, Stockport SK3 0EU

Recruitment process and key dates:

Come and meet us at a **virtual drop-in** to find out more about the role, ask any questions or for support with your application, on Monday 14th October 17:00 – 18:00 on Zoom:

<https://us02web.zoom.us/j/89245477813?pwd=JDrdghLfUVrs7bq7tzmZKtJFxyradl.1>

[Meeting ID: 892 4547 7813](#)

[Passcode: 967945](#)

Deadline for applications: 6pm Sunday 27th October 2024.

Interviews will take place at Arc, on Monday 11th November with a panel of 3 Arc team members (2 staff and 1 trustee). If there is anything else that we can reasonably do to accommodate you and any accessibility needs that you may have please let us know.

It is hoped that the successful candidate will be able to start on Tuesday 7th January 2025.

Due to the volume of applications we receive for jobs at Arc, we will not be able to inform you if you have not been shortlisted for this role.

Arc is an equal opportunities employer. We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age. We want to attract candidates from areas which are currently under-represented in our workforce.

Please let us know if you require this information in an alternative format, by emailing admin@arc-centre.org or calling 0161 480 7731.

