**Manchester City Council**

**Role Profile**

**Volunteer Coordinator, Grade 6**

**Parks Service, Neighbourhood Directorate**

**Reports to: Visitor Experience Lead**

**Job Family: Community Learning**

**Key Role Descriptors:**

The role holder will provide high quality, customer focused, flexible and timely support directly contributing to the achievement of objectives of a high quality community learning service.

The role holder will effectively manage and co-ordinate resources dealing with multiple enquiries across a range of services.

The role holder will work collaboratively with colleagues and relevant stakeholders ensuring clear channels of communication to support the development and delivery of a service which will provide maximum benefit for service users across the community.

**Key Role Accountabilities:**

Observe best practice, evaluate performance and develop appropriate support to ensure continuous service improvement and successful outcomes for customers.

Ensure that all service enquiries are dealt with efficiently and effectively within designated timescales, in accordance with the City Council’s policies and procedures.

Keep up to date and accurate records in the appropriate format, producing statistical information when requested to demonstrate value and effectiveness.

Carry out efficient financial administration, ensuring adherence to City Council systems and financial regulations if this is deemed to be part of the role.

Accurately research, analyse and produce a range of high quality communications, such as reports and briefing notes for various audiences and purposes including complex, confidential and sensitive correspondence.

Contribute effectively to the design, implementation and maintenance of high quality systems, information and procedures.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulted in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Parks,** **Leisure and Events Service**

The Parks, Leisure and Events Service, sits within The Neighbourhoods Service, Neighbourhoods Directorate and is responsible for delivering excellence across the City’s Parks and Greenspaces, providing access to high quality leisure and sport facilities as well as a range of world class sporting and cultural events.

Manchester boasts [over 140 parks and open spaces, 43 allotment sites and three river valleys](http://www.manchester.gov.uk/directory/46/parks_and_open_spaces/category/301) across the City.  As a team, we are responsible for the overall strategy for our parks and green spaces, which is designed to improve standards and further develop their potential for our residents and so enhance their local area as a place where people want to live, work and spend their leisure time.

The team work closely with a range of other areas of the organisation, to deliver and maintain consistently high standards across the city and to ensure that community groups are activated to fully utilise our parks and open spaces.

We also work with the Commercial and Events Team to drive forward plans to create a more sustainable business model for our parks and green spaces by raising income and maximising commercial opportunities. In addition, we work extensively with Friends groups and other voluntary organisations, to explore and develop opportunities for closer collaboration and partnership working.

**Manchester's Park Strategy 2017-2027**

In December 2017 a ten-year strategy for Manchester’s Parks was launched to guide their investment, upkeep and activation.  It sets out the vision, key themes and actions that are needed to ensure parks and green spaces can continue to serve the needs of communities across the city, providing popular and attractive open spaces for play, sport and informal recreation.

There was an overwhelming response to the consultation undertaken as part of the Park Strategy which confirmed that Parks are a high priority for our residents.  There were three themes that were repeated throughout the park strategy consultation, that will be our focus moving forward:

* Communication - proactively sharing information, having regular conversations, and ensuring the information available online and through social media is of a good quality and accessible.
* Enabling - supporting our residents and stakeholders to deliver shared goals.
* Clean, green and safe - providing Parks and open spaces that are of a high quality and that people feel safe to use.
* Commercial - maximise opportunities to generate income, building on existing good practice, and in turn support the delivery of a good visitor experience.

The Park Strategy concentrates our future actions around four themes:

* Parks at the heart of Neighbourhoods - this is about what there is and where it is, ensuring every community is provided for.
* Vibrant parks, vibrant communities - this is about what will happen in our parks.
* A Manchester quality standard - this is about looking after our parks.
* Productive parks in partnership - this is about the resources needed to make the vision a reality.

The Parks Team need to deal with the challenges of today, whilst ensuring that the foundations are being laid to deliver the actions of the ten-year strategy.

These roles will each fall into one of the below teams, each working collaboratively to ensure a cohesive approach across Manchester Parks.

**The Heaton Park Team**

You will be part of the team that is responsible for the operation of Heaton Park and the delivery of various plans and programmes that seeks to make Heaton Park one of the best visitor destinations in the Northwest.

The team works closely with the Parks Strategy Team and Project Teams to deliver new opportunities for an enhanced visitor experience which have a good rate of return on investment.  There is a strong commercial drive at Heaton Park which through the delivery of major events, creative and exciting engagement activities and a multitude of trading contracts rely heavily on a good quality of estate management.

This role will be part of the Visitor Experience Team at Heaton Park which is responsible for the events, engagement, volunteering and education programmes.

**The Park Strategy Team**

This team will be the experts to guide and support the Core and Heaton Park teams. They will have a very specific focus for what and where they will deliver. There is a real emphasis on this team supporting the commercial aspiration of the service by identifying opportunities for new commercial activity, in the programme of events and new or reimagined facilities.

There will be functions to ensure that the contracts are being set out and managed to get the best outcomes and that the marketing is appropriate to ensure that the right audience is targeted.

This team will focus on contracts, tenders, performance, data, programme, events, volunteering, education, audience development, urban countryside & river valleys and allotments.

**Volunteer Coordinator**

Volunteering is at the heart of our offer, with 21,235 volunteers contributing 93,374 hours across Manchester Parks in the 2024-2025 year. This equates to £1,149,178 worth of time and these roles will be instrumental in building on that offer across the service.

These roles are directly responsible for the planning and co-ordination of the regular and corporate volunteering programmes within Manchester Parks. They will:

* Deliver high quality, regular volunteering opportunities which benefit participants, the parks and their local communities in partnership with stakeholders and external organisations. This could mean developing new initiatives alongside centrally coordinating our existing volunteering offer to support and improve on service delivery.
* Coordinate high quality, regular volunteering opportunities which benefit participants, the park and its local communities in partnership with stakeholders and external organisations.
* Create and coordinate commercially viable corporate volunteering packages which offer social value for participants whilst supporting the upkeep and development of Manchester Parks. Working in partnership with your colleagues and other departments to explore the corporate side of our volunteer offer, including actively marketing, promoting and selling to the commercial sector, will be instrumental to doing this well.
* Create a high quality induction programme for all volunteers, focusing on collaborative working and delivering a quality experience.
* Work in close partnership with Manchester Volunteer Inspire Programme (MCR VIP) and build on the core work already done within Manchester City Council.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising. Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
* **Commercial Skills:** Ability to collect and report on supplier performance data and apply basic procurement processes to routine procurement situations.
* **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information. Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
* **Planning and Organisation:** Demonstrate the ability to organize multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical Requirements (Role Specific)**

* Must be willing to apply for an Enhanced DBS check.
* Flexibility to work unsocial hours, including weekends and evenings, to meet the needs of the service.