



BRADFORD 2025

UK City of Culture

Volunteer Programme Officer

Closing date: 8 July at 9am

Interviews will be held on: 17 July 2024

Bradford 2025 is the company created to deliver the Bradford district's year of culture. A hugely exciting time for the Bradford district, we're set to deliver more than 1,000 new performances and events. It's an opportunity for us to bring a new side of Bradford to the world.

Absolutely essential to this, is our ability to build a vibrant volunteering programme that **reaches right across the whole district's geography and demography; and we now have a fantastic opportunity for Volunteering Programme Officer to join our growing team.**

Reporting to the Volunteer Programme Manager **you'll be playing a vital role in making our volunteering programme effective, inclusive, exciting and rewarding for people across Bradford.**

If you have both a passion for engaging individuals and communities in Bradford 2025's volunteering programme, we'd love to hear from you.

We're committed to ensuring that everyone feels accepted and can be their true selves at Bradford 2025, and we want our team to reflect our district. We believe that diversity in our team is crucial to our success, so we welcome applications from all races, genders, religions, ages, and sexual orientation as well as from people living with disabilities. We are proud to be an equal opportunity workplace and our ambition is to recruit and retain the best people regardless of background.

If your experience looks different from what we've advertised and you believe that you can bring value to the role, we'd love to hear from you. If you require any adjustments to the recruitment process, please let us know so we can help you to be at your best. This might be as simple as wanting sight of the interview questions ahead of time – whatever it is, just ask and we'll see what we can do.

This post is made possible due to the generous support of Spirit of 2012, the legacy organisation for the London Olympics.

Key responsibilities:

- To play a key part in developing and maintaining Bradford 2025's volunteering database, Rosterfy, helping to ensure a smooth and accessible interface for volunteers and Programme Team colleagues
- Upload and manage volunteer opportunities including allocating turn ups, no shows, cancellations
- To manage the volunteer inbox and be a primary point of contact for volunteers
- Work with the wider team to ensure volunteering opportunities are appropriate, safe and rewarding
- Work alongside the wider volunteer team to deliver training, events, volunteer pastoral care and recognition
- To promote volunteering across the district, alongside partner organisations.
- To support the audience team to promote the volunteer programme through social media and wider channels.
- Monitor any volunteer complains & grievances and escalate as appropriate
- To work alongside BD25's access leads to ensure the needs of volunteers within culture organisations are met in terms of improving access to volunteering
- To contribute to the grant reporting of the programme including collating case studies and ensuring outputs are recorded
- To gather information, examples and stories for case-studies
- To signpost new and existing volunteers to training courses, supporting volunteers to improve their skills, knowledge and confidence within their roles
- To contribute to presentations and reports on the BD25 volunteering programme for a range of audiences
- To represent BD25 at external meetings as appropriate
- To contribute to a legacy beyond 2025 through the delivery of work, for example team development and skills sharing, resulting in a volunteering legacy for Bradford District from the BD25 volunteering programme.

You will have:

Essential:

- Experience of working with volunteers or an equivalent, diverse range of stakeholders
- Ability to organise and prioritise, work well under pressure and adapt to new situations, with accuracy and a keen attention to detail.
- Work experience that shows your ability to operate successfully at the appropriate level for this role.
- Strong computer literacy/skills
- Excellent administrative and organisational skills
- Excellent written and verbal communication skills
- The willingness and flexibility to work on events outside of regular office hours
- Experience of Rosterfy or other Volunteer Management Software

Desirable:

- Knowledge of the Bradford District
- An interest in or passion for arts, culture and heritage
- Enthusiasm for training, mentoring and support of emerging talent
- Ability to speak an additional language commonly spoken in the Bradford District
- An ability to drive for work

Benefits include:

- £25,000 dependent upon previous experience
- 37 hours per week worked flexibly Monday to Friday with occasional evenings and weekends, predominantly office based (City Centre location)
- 25 days holiday plus bank holidays
- Contributory pension scheme with 5% employer contribution
- High street discounts through Charity Worker Discounts
- 2x Death in Service cover
- Confidential Employee Assistant Helpline

We expect everyone in our team to:

- Develop an understanding of Bradford City of Culture 2025, its values, the benefits it brings to the Bradford District and to funders and sponsors.
- Create a positive working environment, underpinned by our values.
- Act as an ambassador for Bradford City of Culture 2025.
- Drive change in our industry through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity and sustainability.
- Be accountable for the safety of themselves and others by working safely and in accordance with our Health & Safety and Safeguarding Policies.
- Ensure we are collecting and using data from all activities to inform decisions, demonstrate our impact and fulfil our funding conditions in line with GDPR.
- Undertake relevant training and development as required.
- Be open to the opportunities to mentor, train and develop colleagues and participants in Bradford 2025.
- Carry out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of your position.

To apply for the role please submit a copy of your CV and a covering letter (no more than two

sides of A4) to Recruitment@bradford2025.co.uk. Please ensure your CV and covering letter demonstrate clearly how your skills and experience meet the requirements of the role.