



75 YEARS OF SUPPORTING
AND CHAMPIONING
VOLUNTARY MUSIC

Volunteer role description: Volunteer Support Officer (South Devon)

Section 1: What is Making Music and what do we do?

For over 75 years, Making Music (the National Federation of Music Societies) has been the leading support organisation for amateur and voluntary musical activity in the UK. We now have over 3,000 member organisations, representing over 200,000 participants, and encompassing an increasingly diverse range of musical styles and genres.

We support our members through a range of financial, artistic and administrative services and also provide opportunities for development through projects, partnerships and training events.

In September 2010, Making Music launched its new Five Year Plan *Making Music for Everyone, 2011-2016*. Our vision is of communities and individuals flourishing through music making, and our mission is to be the leading ally and advocate for voluntary music making.

Role title: Volunteer Support Officer (South Devon)

Section 2: Purpose of role

The Volunteer Support Officer will be the primary contact point for Making Music volunteers in your locality. As each region will have many volunteers located over a wide geographical area, we feel it is important for them to feel supported by having face-to-face contact and support in their area.

By providing local volunteers with day-to-day support and acting as a communication channel between volunteers and regional managers, Volunteer Support Officers will help Making Music to offer volunteers a rewarding and productive experience which will in turn enable the organisation to deliver improved and greater reaching services.

Section 3: Main activities/tasks:

- Meeting new volunteers and talking them through their induction
- Communicating volunteer queries and issues to the Regional Manager
- Monitoring volunteer activity locally and reporting to the Regional Manager
- Distributing materials advertising volunteer vacancies
- Identifying potential sources of new volunteers in the locality (e.g. Volunteer centres, colleges and universities) and liaising with key partners
- Attending Regional meetings as required

Section 4: Skills/experience required:

Essential

- Good communication skills
- The ability to relate to a wide range of people
- Tact and diplomacy
- The ability to represent Making Music in a professional manner
- Good organisational skills
- The ability to work on your own initiative

Desirable

- Experience of working with volunteers

Section 5: Training offered

On the job training will be given and further training may be offered where resources allow.

Section 6: Location

Home based, with some travel within the region and occasional travel to the London office in agreement with the Regional Manager.

Section 7: Expenses

Out of pocket expenses, supported by receipts, will be paid in line with Making Music's Expenses Policy (available on request).

Section 8: Hours

There are no set shifts, and some flexibility would be appreciated. We would like the Volunteer Support Officer to be able to commit to at least 6 hours per week.

Reporting to: Regional Manager- South West

Contact information:

Kate Allen, Regional Manager- South West: 07899950146
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