

Skills Plus: Managing Volunteers

Date: Wednesday 26th June

Time: 10:00 – 16:30

Location: Museum of London, London Wall

Facilitator: Elizabeth Coningsby

Trainer: Vanessa Theed

What will be covered?

This introductory session will provide a practical overview of Volunteer Management and will give an opportunity for delegates to share ideas and to talk about what works for their organisation. Case studies from Fulham Palace and Imperial War Museums will be presented to inspire different approaches to Volunteer Management.

This workshop will explain what good volunteer management look like and how you identify the key principles and apply them within your organisation. You will gain understanding about the importance of volunteers and why you need them. Do you need a strategy? The course will provide an insight into volunteer motivations and expectations, exploring why people volunteer. It will also provide clarity over some practical aspects of managing volunteers including; how to plan for recruitment, selection, induction and training and refreshing your thoughts and ideas about recruitment. Not forgetting the legal aspects; GDPR, Safeguarding and disclosures will be also be covered.

In this course there will also be an opportunity to discuss and develop different ways to support and supervise volunteers including problem solving, how to keep volunteers interested or how to say Goodbye. Finally, there will be a panel discussion from three experienced Volunteer Managers, sharing what works and what doesn't.

Who should attend?

This course is aimed at:

- Anyone new to Volunteer Management, in either a paid or unpaid capacity
- Someone looking to rethink their approach to Volunteer Management

Approximate session timetable

10:00	Tea/coffee on arrival
10:15	Welcome and Introductions
10:30	The basis for volunteer involvement
11:00	How do you and your organisation resource volunteering
11:30	Break
11:45	Diversity and Inclusion
12:05	Developing volunteer roles
12:25	How do you protect your volunteers?
12:45	Lunch Break
13:30	Recruitment Procedures
13:50	Induction Process
14:20	Support and Supervision needs
14:40	Reward and Recognition
15:00	Break
15:10	Case Study 1
15:35	Case Study 2
16:00	Panel Discussion
16:30	Close

Learning objectives

By the end of this session you will:

- be aware of different aspects of volunteer management
- be better equipped to recruit and develop your volunteers
- gain an insight in how other museums manage their volunteers

Support towards Museum Accreditation:

Organisational Health:

- 1 Have appropriate governance and management
- 1.3 A satisfactory structure for your governance and management

Further information

Please ensure you have your line manager's permission to attend before booking your place. Final confirmation of places will be sent out at least a week before the course. Please keep the **26th June** available in your diary until your place has been confirmed.

Priority is given to staff working in non-national and non-National Portfolio museums in the London region. A late cancellation (less than 24 hours) / no show charge of **£50** will be applicable. Light refreshments will be provided. Further Information will be emailed to confirmed delegates.



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