CUMBRIA'S MUSEUM OF MILITARY LIFE

Cumbria's Museum of Military Life

Down to Brass Tacks Project

Job Description

Volunteer & Engagement Co-ordinator

30 months fixed term contract, full-time 37 hours per week (from March 2026)

Responsible to: Museum Manager

Salary: £29,000 p.a.

Overall Purpose: To reintroduce the Museum's volunteering programme, recruiting and training volunteers especially to support the *Brass Tacks* Collections project

Background:

Based in Carlisle Castle, Cumbria's Museum of Military Life is home to over 19,500 objects and an additional document and photographic archive charting the history of the Border Regiment and both the current and antecedent regiments. It is the only comprehensive military collection within Cumbria, with strong connections to the local area.

The museum is seeking to reintroduce, expand and re-establish its volunteering programme. This role will facilitate the development of the volunteer programme using our new work plan including advertising, recruiting and training volunteers to support a wide range of Museum activities including the inventory '*Down to Brass Tacks'* project.

Purpose of role: To implement and embed volunteering into CMoML by -

- Coordinating the museum's volunteer programme implementing structures, systems and procedures to support volunteers in line with the agreed policy
- Delivering clear and consistent supervision of the volunteers, building a positive, friendly relationship

Key Responsibilities:

- Coordinate the volunteer programme across the museum, acting as first point of contact for volunteers, staff and prospective volunteers. Recruit volunteers, attend volunteer recruitment events and hold open days as necessary
- Working with the Museum Manager, develop a volunteer induction and training programme

- Ensure volunteers are aware of all policies and procedures which apply to them inc Health and Safety

- Ensure volunteer administration and record keeping is maintained conducting regular audits to ensure records are up to date
- Manage and maintain feedback including an annual evaluation of the volunteer programme to ensure that there is adequate outlet for the volunteer voice
- Manage the volunteer rota, working with the Museum team to ensure that roles are covered and support is provided for departments
- Work with the Project Co-ordinator to recruit, and train collections volunteers to support the *Brass Tacks* project
- Work with the Museum Asst (Business Support) to oversee the budget and appropriate use of funds. Source funding streams and work with the Museum Manager to access external funding
- Coordinate a volunteer newsletter for distribution. Organise a yearly 'thank you' event for volunteers
- To undertake other such reasonable tasks as may be required by the Museum Manager
- To work occasional evenings, Bank Holidays, and weekends, as required, for which time off in lieu will be taken

Person Specification

Criteria	***Standard***	***Evidence***
Education & Qualifications	• GCSE Maths & English • Educated to 'A' Level or equivalent	Application/certificate
Experience, Skills & Knowledge	• Experience of working with volunteers • Experience of working with a range of ages and learning abilities • Excellent and adaptable communication skills • Excellent verbal, written and presentational skills • IT literate including Office365, Word, Excel, and email • Excellent attention to detail • Ability to meet tight deadlines and deal with conflicting priorities (D) • Working knowledge of health & safety, and safeguarding (D)	Application/Interview Presentation at Interview
Personal Qualities & Commitment	• Self-motivated - ability to work within a team or individually • Ability to build and maintain effective relationships with colleagues, external partners and volunteers	Application/Interview

	• Excellent time management and ability to juggle a varied workload •	
Other Factors	• Flexible approach to working hours • Enhanced DBS • Driving Licence (D)	

All criteria are essential unless specified (D) – desirable

November 2025 – final