

Come and join The Stables team!



Volunteer
Engagement Manager
Job Pack

Job Description

Job Title: Volunteer Engagement Manager

Reports to: Head of Operations

Responsible for: Volunteers

Key contacts: All other staff, external suppliers, artists and customers

Location: The Stables, Milton Keynes

Contract: Full-time/ Permanent/ Annualised Hours based on a 40-hour average working week

Salary: circa £30k, depending on experience

About Us

Based in the village of Wavendon, Milton Keynes, The Stables is a registered charity and venue with a vision to engage the widest range of people with music in all its diversity, typically presenting around 350 events and 200 learning and participation events annually.

The Stables' mission is to enrich people's lives with opportunities to access, participate in, create, and experience live music and the arts in general.

The Stables has now become synonymous with producing large-scale outdoor events, special projects and IF: Milton Keynes International Festival which it founded in 2010.

We are proud of our reputation for world-class music and events, providing a warm welcome and setting high standards of customer service.

The Stables is a National Portfolio Organisation (NPO) of Arts Council England.

For more information visit stables.org and ifmiltonkeynes.org



Job Summary

The Volunteer Engagement Manager is responsible for recruiting, supporting and developing a large and diverse team of volunteers, working closely with colleagues to ensure safe, welcoming and well-resourced live delivery across all our activity.

The Role

This is an exciting opportunity for a highly organised and people-focused individual who enjoys working in a busy, event-driven environment. At the heart of the role is the co-ordination and support of more than 250 volunteers, ensuring that each event is appropriately resourced and delivered to a high standard. You will be responsible for producing volunteer rotas, communicating regularly with volunteers and colleagues and playing a key role in creating a supportive and positive experience for audiences, artists, staff and volunteers alike.

If you enjoy bringing people together, are highly organised and take pride in solving logistical challenges, this role offers the chance to make a visible and meaningful contribution to the success of The Stables.

The post-holder will work scheduled daytime, evening and weekend hours, enabling them to stay operationally connected, build strong relationships with volunteers and colleagues, and ensure that staffing plans and communication reflect the practical operational needs of each day and event.

Principal Responsibilities

N.B. This Job Description provides an overview and is not an exhaustive list of duties.

Operational Administration

- Identify volunteer resourcing requirements for the effective delivery of events and liaise with other staff, project teams, partner organisations, artists and volunteers as required.
 - Prepare, maintain and actively manage volunteer rotas, including ongoing communication with volunteers to confirm availability, respond to changes and address gaps in cover and daily shortages.
 - Maintain accurate volunteer records, availability information and rota data using agreed systems and tools.
 - Contribute to weekly operations meetings, providing updates on volunteer resourcing, risks and emerging pressures.
 - Provide administrative support to the Head of Operations in relation to event staffing and volunteer operations, including reporting and planning.
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Team Leadership

- To be responsible for the recruitment, inductions, training and ongoing development of volunteers, supporting positive engagement, retention and progression into a variety of roles.
- Support the Head of Operations as required with aspects of Duty Management induction and training, ensuring strong alignment with the volunteer training and operational management.
- Promote consistently high standards of management and customer service across all front-of-house and backstage activity where volunteers are deployed.
- Work with the Customer Services and Ticketing Manager to respond to customer feedback, ensuring learning is shared and improvements are implemented.
- Ensure artists and visiting productions are warmly welcomed and supported during their visit and that merchandise and hospitality services are delivered Front-of House and Backstage as planned.

Health, Safety and Compliance

- Support the Head of Operations in implementing and maintaining health and safety procedures, operational policies and safe working practices.
- Act as a Duty Manager on a planned basis as agreed, to maintain operational knowledge and provide resilience and cover as required.
- When acting as a Duty Manager, take responsibility for the venue, ensuring compliance with health and safety requirements, customer service and other relevant company policies.
- Act as key holder for the building as required, including opening and closing duties.
- Respond to operational issues as they arise, escalating to the Head of Operations and liaising with contractors where appropriate.

Other

- Undertake any other duties as required appropriate to the level of responsibility of the role, as reasonably required.



Person Specification

Criteria	Essential	Desirable
Job Related Experience	<ul style="list-style-type: none"> • Good standard of education or equivalent experience. • IT literacy, including confidence using Microsoft Office, particularly Excel and Word. • Tech-savvy with experience using scheduling and administrative tools. • Experience of supporting or managing people from diverse backgrounds. • Ability to make recruitment and training presentations to large groups of volunteers. • Excellent planning, co-ordination and rota-management skills. • Strong administrative and reporting skills. • Ability to undertake light physical tasks associated with event delivery. • Willingness to work evenings and weekends as required. • Current driving licence and access to own transport • Commitment to ongoing learning and development. 	<ul style="list-style-type: none"> • Previous experience managing or co-ordinating volunteers. • Training in health & safety procedures. • Basic first aid knowledge (or willingness to undertake training). • Experience acting as a key holder. • Experience working in a venue, arts, cultural or events environment. • Ability to respond to emergency callouts within a reasonable timeframe. • Numeracy skills and experience handling financial transactions including cash or card-based processes.
Key Attributes	<ul style="list-style-type: none"> • Collaborative and professional, with strong interpersonal skills and an inclusive, team-focused approach. • Positive, energetic and committed to delivering exceptional experiences. • Self-aware and pragmatic. • Confident, and tactful manner, with a strong focus on customer care. • Ability to work under pressure, manage competing priorities and meet deadlines. • Highly organised with strong attention to detail. • Clear and confident communicator, both written and verbal. • Calm, flexible and adaptable in a fast-paced live events environment. 	

Key Terms and Conditions

The post is offered as a full-time annualised hours role. Working hours will include a mix of evening and daytime shifts and will involve weekend working, agreed by rota with the Head of Operations.

The holiday entitlement for the post is 20 days per annum (plus statutory holidays) increasing by one day per annum for every year worked up to a maximum of 25.

The job will be subject to a 9-month probationary period.

Full terms and conditions will be made available on offer of appointment.

Application Process

Please submit a CV with covering letter that details your interest and suitability for the role with particular reference to how you meet the skills and experience required.

Completed applications should be returned to cat.moore@stables.org by mail to Cat Moore, The Stables, Stockwell Lane, Wavendon, Milton Keynes, MK17 8LU by **12 noon on Monday 8 June**.

Successful candidates will be invited to interview during the week commencing 15 June.

The Stables is committed to equality of opportunity in recruitment. We value a diverse team and welcome applications from all sectors of the community. We are committed to protecting your personal data. Our Data Privacy Policy for Applicants gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure. Please see our Privacy Statement on our website (<https://stables.org/data-protection-policy-for-those-who-work-with-us>) for further information.
