

V&A East

Job Pack

V&A

Role Essentials



We particularly welcome applications from those living in our local boroughs of Hackney, Newham, Tower Hamlets and Waltham Forest.

Role: Volunteering Manager, V&A East

Team: Operations & Commercial

Salary: £35,561 per annum, pro rata

Contract: 12-month FTC (Maternity Cover)

Hours: 36 hours per week

Location: V&A East Storehouse and V&A East Museum



Who we are

V&A East is dedicated to creative opportunity and its power to bring change. Two free cultural destinations – V&A East Storehouse and Museum – will open up the V&A collection for all, celebrate making in all its forms and create new possibilities for everyone.

V&A East Museum celebrates making and creativity's power to bring change. Created with young people and rooted in east London's heritage, V&A East Museum explores what's shaping our world with the voices leading contemporary culture.

V&A East Storehouse is a unique new museum experience opening up the V&A collection to everyone. Go behind-the-scenes to make new discoveries, explore untold stories and share ideas.

Find out more [here](#)



What we stand for

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

Disability Confident

We are committed to guaranteeing an interview for applicants who identify as having a disability and meet the minimum criteria for the post. If you are applying under the scheme, the recruiting manager will be notified. If short-listed, we will ask you about any reasonable adjustments you need to participate in the next stage of the selection process.



Role summary

The Volunteering Manager, V&A East will continue the development and delivery of V&A East's volunteering programme, with a primary focus on Front of House volunteers. This role is instrumental in engaging our core audiences and fostering connections with our programme and collection across both V&A East sites.

Responsibilities include overseeing and iterating a dynamic programme that prioritises volunteer satisfaction and community engagement, with an emphasis on storytelling and shared experiences. As V&A East champions inclusivity and accessibility, the ideal candidate will collaborate with colleagues to ensure our volunteering initiatives reflect these values.

This role will provide expert guidance to teams seeking to establish their own volunteering programmes, aligning with the V&A Volunteering Strategy. Experience in community engagement, particularly with underrepresented groups, along with a knowledge of or

personal connection to our four surrounding London Boroughs of from Hackney, Newham, Tower Hamlets and Waltham Forest is essential.

Key responsibilities:

- Developing and overseeing V&A East's core volunteering programme.
- Leading on the recruitment, training and management of Front of House volunteers.
- Working with colleagues in the central V&A Volunteering team to ensure that the V&A East volunteering programme functions as part of the ecosystem of multi-site activity and wider organisational culture.
- Working with multiple teams across the organisation to plan and embed the strategic vision and operational facilitation of the programme.
- Manage feedback, and maintain an iterative, agile mindset to build V&A East's volunteering activity as the sites evolve post-opening.
- Line managing the Volunteer Coordinator, V&A East.



Who we are looking for

Skills

- Shows proficiency in evaluating the impact of volunteer programs and implementing agile adjustments based on both quantitative and qualitative data.
- Is exceptionally organised, with a background in designing documentation systems and maintaining thorough record-keeping practices.
- Proven ability to design and facilitate interactive learning sessions such as workshops, discussions, and short talks

Experience

- Understands the local environment,

target V&A East audience and lives in, or has lived experience of, one of our local boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest)

- Proven expertise in volunteering programme delivery and volunteer management..
- Demonstrated success in volunteer recruitment, utilising innovative and unconventional methods.

Behaviours

- Demonstrates alignment with V&A East's vision and values of Sustainability, Equity, Creativity, Collaboration, and Generosity.
- Openness to change, actively seeks opportunities to improve and develop.
- Ability to foster strong relationships with diverse stakeholders.



We are looking for someone with transferrable skills and not necessarily someone with a conventional museum background

What we can offer you

- Generous holiday entitlement
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (to value of 4 x annual salary)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Tickets to V&A exhibitions for you, your friends or family + 25% discount in V&A shops and cafes
- Free entrance to many major museums and exhibitions
- Benefits platform offering discounts at major retailers including Tesco, Sainsbury's, Odeon, ASOS, H&M and many more!
- Socials events, such as staff summer and Christmas parties
- Staff networks
- An Employee Assistance Programme – a free, confidential, and comprehensive set of services designed to provide support and a balanced and healthy working environment.
- Free sanitary products for all employees across our sites



What happens next

Apply here

<https://www.vam.ac.uk/vacancies>

Application Deadline 26 October

Interview: W/C 10 November

Expected Start Date W/C 15
December

Any questions?

Contact our Recruitment team at
careers@vam.ac.uk



V&A East

Thank you

V&A

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