

JOB DESCRIPTION

JOB TITLE:	Social Action & Volunteer Programmer (4/5 days per week including some evenings & Sundays)
LOCATION:	London (occasional travel may be required)
SALARY:	£25,000-£27,000 dependent on experience
REPORTING TO:	Head of Community Programming
ANNUAL LEAVE:	20 days plus statutory bank holidays and Jewish holidays (pro rata)

ABOUT JW3:

JW3 is a non-profit Jewish Community Centre and arts venue based in London NW3, open to all regardless of race, religion, belief, gender, sexuality, ability or age. We are a registered charity and a company limited by guarantee. We opened our doors in October 2013 and currently receive over 200,000 visits each year to our purpose built centre that houses a Cinema, Restaurant, Bar, Café, Nursery, and over a dozen spaces where a year-round programme of over 6,000 activities takes place, including adult education, language classes, theatre, music performances, youth programmes, after-school activities, food & drink workshops and demonstrations, parties, ‘big name’ talks and debates, films, family programmes and more.

In March 2020 JW3 went from being a purely in-person operation to engaging tens of thousands of people remotely. As we return to in-person activity we are committed to continuing to serve audiences online.

Our Vision is to be at the heart of a vibrant, diverse, unified British-Jewish community, inspired by and engaged with Jewish arts, culture, learning and life. We aim to achieve this by...

- *...creating outstanding events, activities, classes and courses – the diversity of which reflects the diversity of our community;*
- *...offering multiple entry points into Jewish life, culture and community for the widest possible range of people regardless of age, background or belief;*
- *...increasing the quality, variety and volume of Jewish conversation in London and beyond.*

PURPOSE OF ROLE:

To develop and embed opportunities for volunteering and activities with a positive social impact at the core of JW3’s offer to audiences of all age groups. Working as part of the Community Programming Team, the Social Action & Volunteer Programmer will plan, develop and implement strategies for social action programming and volunteering within JW3, in line with our vision, mission and values. This position will develop and grow a community of volunteers who are involved in the life of JW3 and feel a sense of ownership and empowerment; ensure that JW3’s voluntary staffing needs are met as appropriate; develop and deliver JW3’s year-round Social Action programmes, including taking a lead on Interfaith programming and projects.

SPECIFIC RESPONSIBILITIES & DUTIES:

- Develop and deliver a year-round programme of appropriate social action projects, activities and events, both in-person and digital, that align with JW3’s Mission and Values, including projects that

reflect the Jewish and communal calendars and relevant Jewish themes, and that connect JW3 into London-wide and national projects, events and initiatives.

- Develop and implement a strategy to embed volunteers and a culture of volunteerism at the heart of JW3. This will include a comprehensive Volunteer Management Programme looking at the entire volunteer journey: the development of roles, the recruitment process, increasing diversity and inclusion, creating volunteer communication channels, championing the Volunteer voice and putting in place a retention & reward scheme.
- Be the first point of contact for all enquiries regarding social action, volunteers and volunteering at JW3.
- Devise and implement appropriate strategies for the recruitment of volunteers; and recruit appropriate volunteers with appropriate skills, enthusiasm and attitude.
- Plan and implement appropriate volunteer induction and training programmes for volunteers.
- Place volunteers based on JW3's needs and the interests and skills of the volunteers; setting clear, realistic expectations for what the volunteer and JW3 should get from the relationship.
- Liaise with Programming Heads, Box Office Manager, Programming Team members and other relevant JW3 staff regarding the need for volunteers in their respective areas, promote those volunteer opportunities that are identified, and manage the volunteer rotas, including those of the JW3 Food Bank.
- Work alongside the Food Bank Coordinator to plan and implement appropriate volunteer induction and training programmes for Food Bank volunteers; meet Food Bank volunteer needs; and ensure volunteer lists and documents relevant to the Food Bank are updated and maintained.
- Work with existing partner organisations, implementing and managing all relevant partnership agreements for social action and volunteering projects and programmes. This includes being responsible for Mitzvah Day at JW3 as a flagship project.
- Identify and develop appropriate new programme partnerships and agreements within the Jewish community, local community and wider.
- Be present at key JW3 Social Action events and volunteer-run activities, either to run them, or to support those running them. NB – these events may take place on Sundays and in evenings.
- Put in place appropriate monitoring and evaluation mechanisms to both record basic volunteering information - such as hours volunteered; which roles; feedback etc - and continually assess the effectiveness of volunteers and volunteering at JW3.
- Liaise with colleagues in similar organisations (both within and outside of the Jewish community), especially other Volunteer Coordinators, to network, stay in touch with best practice and further develop your own understanding and ideas; including attending the Jewish Volunteering Network's Volunteer Coordinator's Forum as the JW3 representative.
- Keep abreast of relevant legislative changes and best practice guidelines that may affect volunteers and volunteering.
- Produce and manage budgets within agreed parameters for all your activities and events in a timely fashion, including tracking the actual income and expenditure and producing financial event reports after events are completed.

- Negotiate financial arrangements with partners and providers as appropriate, and ensure they work to those agreed financial parameters.
- Where possible, identify opportunities for external programme/project funding, and work with colleagues in the JW3 Development team to secure new funding and report on any funding secured.

GENERAL RESPONSIBILITIES:

- Ensure that all Social Action and Volunteering activities are run in a safe and responsible way. This may involve risk assessment for specific activities and events. Ensure that all relevant JW3 policies and procedures are adhered to, including all Health & Safety, GDPR and Safeguarding procedures where necessary. Ensure that these procedures and policies are understood by all volunteers with respect to their involvement.
- Participate in internal team meetings, one-to-one line management supervision, staff days and training sessions – some of which may be based outside of JW3.
- Help promote the JW3 programme to our existing and potential audiences and seek to grow their loyalty and affiliation.
- Support the Programme Heads, the Director of Programming and the Marketing Team in devising approaches to seeking out new audiences.
- Undertake other reasonable duties as required by your line manager or member of the Senior Leadership Team.

REVIEW ARRANGEMENTS:

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

PERSON SPECIFICATION

All staff must wholeheartedly buy into JW3's mission, vision, values and guiding principles. A belief in the importance of inclusivity and working cross-communally, and a commitment to high quality Jewish engagement, arts and culture, and community-building is critical.

Essential Skills, Knowledge and Experience:

- Experience of working successfully with volunteers, in either a management, supporting or supervisory context.
- Proven experience of planning and delivering successful social action/social impact projects.
- A good track record of planning and organising projects, events and year-round programmes/activities both in-person and digitally, that meet organisational goals,
- Strong organisational and project management skills, and the ability to work in organisational processes
- Proven ability to work well under pressure, managing multiple projects within agreed timescales.
- Personal experience of being a volunteer, preferably in a community or cultural organisation (e.g. a community centre, arts centre, theatre, youth organisation, educational establishment etc).
- A commitment to, and understanding of, the needs of Jewish community and to JW3's target groups.
- Effective team-working and collaboration skills - ability to work with team of colleagues in a collaborative way in an environment where work is shared in order to meet tight deadlines.

- Empathy and social skills - in order to understand the perspective of others, respond to needs and expectations and build effective working relationships, e.g. with partner organisations, programme providers, colleagues etc.
- Effective negotiating, influencing and persuasion skills at an appropriate level.
- Communication – excellent verbal and written communications skills. Able to build networks, articulate the vision and mission of JW3, and excel in communicating with the public, colleagues and stakeholders.
- Self-direction - ability to work on own initiative and without direction. Ability to structure own time, use initiative, prioritise effectively to deliver on the organisations’ key goals.
- High level of IT competency, including demonstrable effective use of Word, Excel & Outlook.

Desirable Skills, Knowledge and Experience

- Knowledge of social action programmes and socially engaged arts practice.
- Knowledge of Team London and/or other local and London-wide volunteer initiatives.
- Understanding of relevant organisations and structures within the British Jewish community.
- Experience of working with vulnerable groups.
- Experience of working with development/fundraising teams and grant writing
- Previous Safeguarding training/certification.

Personal Qualities We are looking for someone who:

- Is articulate, charismatic and dynamic and can motivate others
- Is committed, reliable, capable of being self-directed while being a strong team player.
- Has a hunger to learn and ability to respond to feedback and learn from mistakes.
- Enjoys working with a variety of communities and key stakeholders in community and volunteer engagement.
- Has a willingness to work outside “regular” hours – e.g. in the evenings, weekends and Bank Holidays - as required. JW3 is a venue which is open six days per week from 9am until 11pm and the post holder will be required to work outside of “normal” office hours, in particular for events and activities taking place on Sundays.