



Volunteer/Staff Manager

Role Type: Volunteer

Time Commitment: 2-4 hours per week

Location: Theatre or remote

Overview

The **Volunteer/Staff Manager** is the heart of our volunteer network, ensuring that volunteers are engaged, supported, and placed in roles that best suit their skills and interests. SMTC relies heavily on volunteers and you will oversee the volunteer database, manage volunteer communication, and ensure that every volunteer feels welcomed and appreciated. By coordinating the volunteer needs for productions, events, and day-to-day activities, you'll help ensure that SMTC runs smoothly and efficiently. This role requires an organised and personable individual who thrives on making connections and keeping people motivated.

Key Responsibilities

- Act as the main point of contact for all volunteers, handling enquiries, questions, and providing support when needed.
- Manage the volunteer database, tracking new volunteers, shifts, availability, and roles.
- Ensure all volunteers are given clear instructions, tasks, and are properly inducted into their roles.
- Work with the production teams to understand their volunteer needs and ensure they are met.
- Provide regular feedback and support to volunteers, ensuring they feel engaged, valued, and motivated.
- Keep volunteers informed of upcoming opportunities, events, and general theatre activities.
- Organise regular volunteer meet-ups, appreciation events, or informal gatherings to maintain morale and a sense of community.
- Ensure all volunteers receive the necessary training or induction sessions.
- Address any concerns or conflicts within the volunteer team, ensuring resolution and harmony.

Skills Required

- **Strong interpersonal skills** – Ability to build relationships and communicate effectively with people from diverse backgrounds.
- **Organisation skills** – Ability to manage a volunteer database, schedules, and ensure that all shifts and roles are covered.
- **Leadership skills** – Ability to motivate and inspire a diverse group of volunteers.
- **Problem-solving skills** – Ability to address concerns or challenges raised by volunteers or the production team.
- **Excellent communication** – Clear, professional communication when coordinating with volunteers, staff, and production teams.
- **Empathy and patience** – Understanding and addressing the needs and concerns of volunteers in a supportive manner.

KPIs (Key Performance Indicators)

- Ensure **100% of volunteer roles** are filled for all productions and events.
- Maintain a **volunteer retention rate** of at least 85% annually.
- Ensure **95% of volunteers** are satisfied with their role and feel supported (based on feedback surveys).
- Respond to **100% of volunteer enquiries** within 48 hours.
- Organise **at least two volunteer engagement events** or social gatherings annually.

Why You'll Love This Role

As the Volunteer/Staff Manager, you'll play a central role in ensuring that everyone involved in our community theatre feels supported, valued, and connected. You'll have the opportunity to build relationships with a wide variety of people and ensure that our theatre runs smoothly thanks to the dedicated work of volunteers. It's a role where you can make a real impact on the organisation and on the people who bring our productions to life.