



## The Museums Action Movement

### Volunteer Management Workshops

Thursday 17 September 2015 10.45am-4.45pm  
 NADFAS House, 8 Guilford Street, London WC1N 1DA

Heritage sites such as museums, galleries, historic houses and botanic gardens are relying more and more on the valuable support of volunteers, however there is very little training available for staff who take on the management of a volunteer force. Understanding best practice in managing volunteers, current legislation and how best to assess the value that your volunteers provide is key to sustainable and productive volunteer / staff teamwork and will ensure successful development for the organisation. This workshop will explore volunteer recruitment and retention, current legislation, assessment techniques and case studies on the do's and don'ts of volunteer management. It is envisioned that this will be the first in a short series of training offers that will support heritage site staff.

#### PROGRAMME

10.45am	Registration, Tea & Coffee
11.00	Introduction: Gail Bromley, Chair of Trustees, National Heritage
11.05	Welcome to Venue: Florian Schweizer, NADFAS
11.15	<b>Session 1: Current legislation and best practice in managing volunteering.</b> Speaker: <b>Kristen Stephenson, Volunteering Development Manager, NCVO</b>
12.15pm	<b>Session 2: Assessing the Value of Volunteers – the 'VIVA'</b> Speaker: <b>Amanda Le Poer Trench, Volunteer Co-ordinator, Royal Botanic Gardens, Kew</b>
13.00	<i>Lunch</i>
14.00	<b>Session 3: Volunteer recruitment &amp; retention and the role VMs (Volunteer Managers) play in the National Trust</b> Speaker: <b>Rachel Clark, Volunteering and Community Involvement Officer, National Trust.</b>
15.00	<i>Tea &amp; Coffee</i>
15.15	<b>Session 4: Case Studies on volunteer management issues</b> Speakers: <b>NADFAS / HHA + Q&amp;A</b>
16.30	Evaluation and Finish

## Biographies

### Rachel Clark

Rachel Clark is Volunteering and Community Involvement Officer at National Trust with responsibility for overseeing the development of guidance around volunteer management. She joined the Trust in 2007 and worked previously for Oxfam, Crisis and NAVCA.

### Amanda Le Poer Trench

Amanda is the manager for Volunteer Coordination and Logistics, with responsibility for strategy, policy, procedures and HR function for Kew's 600 volunteers as well as managing logistical support for areas such as schools bookings. An experienced HR professional, both for the public and private sector, incorporating both the paid workforce and volunteer task force.

### Kristen Stephenson

Kristen is NCVO's Volunteering Development Manager. She's interested in raising the profile of volunteer management as a profession, and the development of approaches, which can help volunteering deliver for people, organisations and communities. Kristen joined NCVO in July 2013 as the Volunteer Management and Good Practice Manager. Previously, Kristen was working for Age UK West Cumbria for just over 4 years as a Business Development Manager with lead management responsibility for volunteering and quality.

### Gail Bromley, MBE FLS

Gail spent many years at Royal Botanic Gardens, Kew, latterly as Head of Community Engagement and Volunteering. She master-minded the engagement section of the HLF bid for the repair and renovation of the Temperate House and is a Director of Botanic Garden Education Network (BGEN). She lectures regularly internationally and provides both training and mentoring for staff in heritage sites worldwide. Currently managing her own consultancy company supporting the development of heritage education, she is passionate about sustainability, learning and enabling access to heritage for all audiences.

### About our host

The National Association of Decorative & Fine Arts Societies - or simply NADFAS - is an arts charity with members pursuing their interests in the arts through monthly lectures, cultural activities and volunteering. There are 92,000 members in more than 360 Societies throughout the UK and mainland Europe and our network of over 6,000 volunteers offers invaluable help with heritage projects. We also work with young people around the country to encourage and enhance their appreciation and understanding of art and our artistic heritage through our Young Arts and grant programmes.

Workshop endorsed by

