



The Museums Action Movement

Volunteer Management Workshops

Tuesday 8 November 10.45-16.45

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 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. This is the second in a series of training offers that will support heritage site staff.

Programme

10.45am	Registration, tea and coffee
11.05	Welcome to venue: Florian Schweizer, NADFAS
11.15	Session 1: Current legislation and best practice in managing volunteering. Speaker: Kristen Stephenson, Volunteering Development Manager, NCVO
12.15pm	Session 2: Assessing the Value of Volunteers – the 'VIVA' Speaker: Amanda Le Poer Trench, Volunteer Co-ordinator, Royal Botanic Gardens, Kew
13.15	Lunch
14.30	Session 3: Case Study: Q&As on volunteering Tea and coffee
15.30	Session 4: Case Studies on volunteer management issues
16.15	Evaluation and Finish

Workshops endorsed by

NADFAS, BGEN and Historic Houses Association

National Heritage Administration Centre, Rye Road, Hawkhurst, Kent TN18 5DW Tel: 01580 752052 (liz@lizm.eclipse.co.uk)
Registered Charity no: 313057

Biographies

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.

National Heritage

National Heritage, the Museums Action Movement is a charity supporting, encouraging museums and galleries in the UK. It also represents the interests of museum and gallery visitors and other users. Founded by John Letts in 1971, it created the first Museum of the Year Award in 1973 and was instrumental in setting up its successors, the Gulbenkian Prize and currently Art Fund Prize Museum of the Year Award.

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The Museums Action Movement

Training Day Booking Form

Volunteer Management Workshops

Tuesday 8 November 2016 10.45am-4.45pm

NADFAS House, 8 Guilford Street, London WC1N 1DA

Name:
Organisation:
Address:
Email:

Special requirements

Please let us know if you have any special requirements (e.g. dietary, access etc)

Fees this includes participation in the workshop, refreshments and light lunch) **£75 per person**

Number of places required: _____ **Total payment due: £** _____

If booking more than 1 delegate, please provide the names / titles for additional delegates.

Please note that there are a limited number of places available and bookings will be on a first booked / first confirmed offer:

Name:	Job Title:

Payment method (tick as appropriate)

- cheque enclosed made payable to **National Heritage**
- BACS** National Heritage Museums Action Movement at Child & Co sort code 15-80-00, Acc no 64672218 Reference "**Workshop**"
- please invoice my organisation

Please return by **Fri 28 October 2016** to: Liz Moore, Administrator, National Heritage Administration Centre, Rye Road, Hawkhurst, Kent TN18 5DW email: liz@lizm.eclipse.co.uk
Cancellation less than 2 weeks prior to event will incur an administration fee of £40; if less than 1 week prior no refund will apply.

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The Museums Action Movement

Volunteer Management Workshops

on Tuesday 8 November 2016 - NADFAS House

Many museums and heritage sites could not exist without volunteers. To this end, National Heritage has launched a series of workshops for museum and gallery staff, in association with NADFAS, BGEN and Historic Houses Association, to disseminate best practice about volunteer recruitment, management and development.

Gail Bromley, Chair, who spent many years at Royal Botanic Gardens Kew, latterly as Head of Community Engagement and Volunteering, has spearheaded this new initiative.

The second Workshop will be held at NADFAS House on Tuesday 8 November 2016. Speakers include experts from **NCVO** and **Royal Botanic Garden Kew** as well as case studies from **NADFAS** and **Historic Houses Association**.

Cost is £75 per person including refreshments.

You can find full details on www.nationalheritage.org.uk If you or one of your colleagues are interested in attending, please see programme and booking form overleaf. Places are limited and filling up fast!

Regards,

Liz Moore
Hon. Administrator National Heritage