



# VOLUNTEER MANAGER

JOB PACK 2024



## **An Introduction to Manchester Pride**

Manchester Pride is one of the leading LGBTQ+ charities in the UK. The charity is pioneering in its approach to LGBTQ+ inclusion and equality, spearheading the modern Pride movement. We are a local charity with an international reach.

Our vision is a world where LGBTQ+ people are free to live and love without prejudice and where our culture is universally celebrated.

We campaign for equality; challenge discrimination; create opportunities for engagement and participation; celebrate lesbian, gay, bisexual and transgender life; and fundraise to enrich the lives of and empower LGBTQ+ people in Greater Manchester.

We are most famous for our annual programme of Lesbian, Gay, Bisexual, Trans, Queer and Inclusive (LGBTQ+) events in Greater Manchester which each year bring more than 200,000 people together to celebrate queer life.

Our events and community focussed initiatives are at the heart of our organisational strategy, which incorporates the delivery of an internationally acclaimed and hyper localised experience for our communities, befitting a city at the heart of the Northern Powerhouse.

As a grant making charity, we raise money through our events and then distribute this to LGBTQ+ causes across the Manchester city region through our four grants programmes.

## **Our Vision:**

A world where LGBTQ+ people are free to live and love without prejudice and our culture is universally celebrated.

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## **Our Mission:**

To authentically celebrate and liberate LGBTQ+ communities in Greater Manchester and beyond so that we can all thrive.

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## **Our Values:**

*Unity:* Great things are achieved by working harmoniously to achieve our vision.

*Liberation:* Nobody's free until everybody's free.

*Joy:* Celebrate and take unrivalled pleasure in queer expression and our rich, diverse culture.

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## **Our Goals:**

- Stage an annual world class celebration of LGBTQ+ life in Greater Manchester. Maintain the position of the festival on its international platform, acting as a beacon for LGBTQ+ equality in Greater Manchester and throughout the world.
- Campaign for the advancement of LGBTQ+ equality & inclusion at home and abroad. Educate people of Greater Manchester and beyond to recognise, understand and challenge discrimination against LGBTQ+ people.
- Support grassroots projects and initiatives that encourage the wellbeing of LGBTQ+ people in Greater Manchester, in line with the priorities of our communities.

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| <b>Job Title:</b>     | Volunteer Manager                      |
| <b>Reports To:</b>    | Senior Engagement Manager              |
| <b>Place of Work:</b> | Manchester City Centre / Remote        |
| <b>Fee:</b>           | £2500                                  |
| <b>Contract Term:</b> | Fixed term until end of September 2024 |

### **Role Summary**

Our volunteers are integral to the successful delivery of Manchester Pride Festival, our event wouldn't be able to run without their support and dedication.

The Volunteer Manager role is a key role within the festival. The role is responsible for ensuring the smooth management of up to 500 volunteers at the Manchester Pride Festival, liaising with a variety of teams to ensure the right support is on hand at every aspect of the festival.

This is an incredibly rewarding role which plays a key part in supporting the modern Pride movement in Greater Manchester and beyond.

We're looking for a passionate and empathetic manager with experience managing diverse volunteers at large scale events. As a values driven individual, you should be able to clearly evidence outstanding, inclusive team working capability.

The responsibilities outlined below are indicative only and not exhaustive. You will be expected to perform all such additional duties as are reasonably commensurate with the role. Please take note that due to the nature of our work, the flexibility to work outside normal office hours will be required.

### **Key Areas of Responsibility:**

- Gain an in-depth understanding of the requirements for Volunteers roles over the Festival from all relevant departments;
- Attend and present at Volunteer Meet and Greet and Training Workshops
- Appoint Volunteer Team Leaders and Volunteer Supervisors
- Maintain dialogue with Volunteers to ensure they are adequately prepared for the festival and understand their roles
- Produce the volunteer rota ensuring all the roles are sufficiently covered over the Festival

- Collect all volunteer accreditation and ensuring all volunteers are wearing the appropriate daily accreditation to access Festival sites
- Ensure that all Volunteers are suitably briefed for their roles including understanding health & safety and safeguarding policies
- Oversee the on-site fundraising and survey responses at the Festival
- Allocate volunteer uniforms and ensure all volunteers are wearing the correct uniform.
- Manage the volunteer hub over the festival
- Produce a post-event report and attend a debrief meeting

## **Skill and Experience**

### Essential

- Experience in managing large groups of volunteers;
- Experience in working on large scale events
- A calm and empathetic approach to managing people from a diverse range of backgrounds
- Highly effective written and verbal communication, presentation and ambassadorial skills;
- Highly organised with a positive and proactive approach to work;
- Excellent reporting and analysis skills; and
- A clear understanding of and passion for tackling the issues faced by LGBTQ+ people.

### Desirable

- Knowledge and experience of working within the live events sector
- Knowledge and understanding of the voluntary sector
- Proficient using G-Suite or similar software

## **General**

All staff are required to:

- Familiarise themselves with the organisation's policies and procedures held on the HR system accessible by all staff at any time;
- Act at all times within the organisation's rules, policies, procedures and any other statutory requirements;
- Be proactive, bring ideas, suggestions and contribute to business improvement;

- Undertake training as required;
- Attend staff and team meetings as required;
- Observe health and safety procedures in the workplace to ensure personal safety and to safeguard the interests and safety of colleagues, customers and visitors; and
- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly within their skills level to respond to change.