The Bradford Police Museum

Volunteer & Operations Officer – Job Description & Person Specification

Job title	Volunteer & Operations Officer
Contract	Fixed-term, 4th January 2027 to 3rd January 2028; renewal intended
Salary	£9,585 p/a (£26,325 full-time equivalent; £13.50 per hour)
Hours	710 annualised paid hours including paid statutory leave
Working Pattern	Thursday, Friday and Saturday, ordinarily 10:00am–3:00pm
Location	Bradford Police Museum, City Hall, Bradford / Remote (Thursday & Friday remote, Saturday at the Museum)
Reports to	Designated external management consultant / notified line manager

Role Purpose

Provide reliable administration, volunteer coordination, regular ticketing and operational support for public opening and the wider museum.

Key responsibilities

Museum Administration

- Monitor the general enquiries inbox, reply to routine messages and maintain accurate correspondence and shared records.
- Maintain museum calendars, internal forms, contact lists, operational procedures and meeting/action records.
- Coordinate routine City Hall, Registry Office, facilities and courtroom booking communications; escalate disputes or significant decisions

Volunteer Support

- Manage volunteer recruitment administration, including responding to enquiries, processing applications, maintaining records and coordinating onboarding and induction arrangements.

- Prepare and maintain the weekly volunteer rota for the museum's Saturday public opening, ensuring appropriate staffing across Front of House and Tour Guide teams, and coordinating cover where required.
- Coordinate regular communications and scheduling across the museum's four volunteer teams, supporting over 50 volunteers and ensuring they have the information needed to carry out their roles effectively.
- Provide ongoing administrative and practical support to Front of House, Tour Guide and Curatorial volunteer teams, working closely with Team Leaders and referring sensitive or complex matters to the appropriate trustee.
- Coordinate and administer volunteer DBS checks through the museum's appointed umbrella organisation, maintaining accurate records and monitoring renewal requirements where applicable.
- Maintain an up-to-date register of volunteers with First Aid qualifications, monitoring certification expiry dates and coordinating refresher training to ensure appropriate First Aid provision during museum activities.

Public Opening & Booking Systems

- Attend the museum on scheduled Saturdays to provide operational assistance to Weekend Managers, volunteers and visitor services.
- Maintain TicketSource dates and regular guided-tour availability, booking changes and basic attendance reporting.
- Oversee routine booking administration for private group visits and coordinate invoices with approved financial procedures.

Financial & Governance Administration

- Prepare approved invoices and basic financial records for the Treasurer; arrange authorised purchasing and maintain supporting documentation.
- Collate routine visitor, volunteer and project data and provide administrative support for Board papers and grant monitoring.

Role Boundaries & Decision-Making

This is an officer-level coordination and administration post. The employee will deliver established programmes and procedures and can suggest improvements, but does not hold responsibility for organisational strategy, formal staff management, volunteer



disciplinary decisions, major grant applications, contractual commitments or significant unapproved expenditure. Matters beyond delegated authority must be referred to the designated line manager or trustee.

Working Arrangements

This role uses a published annualised-hours schedule covering the employment year from 4th January 2027 to 3rd January 2028. The total of 710 paid hours includes statutory paid annual leave, which will be identified separately. During the main operating season the preferred pattern is **Thursday, Friday and Saturday, 10:00am to 3:00pm. Saturday will normally be worked at the museum; the other days may be remote.** During the winter closure a reduced eight-hour weekly pattern may be completed remotely. Some advance-agreed adjustments may be made to accommodate activities and leave.

Person Specification

Essential

- Strong administrative and organisational skills, with accurate record keeping and attention to detail.
- Confidence using email, shared calendars, spreadsheets and booking or database systems.
- Clear, welcoming communication and an ability to work constructively with volunteers and visitors.
- Ability to plan tasks independently, recognise limits of authority and escalate concerns.
- Ability to work the agreed Saturday museum day during the operating season.

Desirable

- Experience in a museum, charity, visitor attraction or volunteer-led organisation.
- Experience with TicketSource, invoicing, room bookings or basic financial administration.
- Experience supporting volunteer rotas or team coordination.



General Requirements
The postholder must follow the museum's safeguarding, equality, confidentiality, data protection and health and safety procedures, contribute positively to a volunteer-led environment and undertake reasonable mandatory training. We welcome applications from people of all backgrounds and are happy to discuss reasonable adjustments to support applicants throughout the recruitment process.

How To Apply

To apply, please send us your CV and a short covering letter (no more than one A4 page) explaining why you're interested in the position and what skills and experience you could bring to Bradford Police Museum to manager@bradfordpolicemuseum.com

In your covering letter, we'd also like you to briefly answer the two questions below for the role you're applying for. We're not expecting lengthy answers, and your examples don't need to come from a museum or heritage setting. Experience from previous employment, volunteering, education or other activities is equally welcome.

1. **This role involves managing different administrative tasks, responding to enquiries and supporting volunteers. Can you tell us about a time when you had to organise several tasks or responsibilities? How did you make sure everything was completed?**
2. **Our museum relies on a large team of volunteers with different roles and experiences. How would you approach building positive working relationships with volunteers and making sure they feel supported and informed?**

Please email your application to: manager@bradfordpolicemuseum.com
Application deadline: Thursday 19th November 2026, at 12noon.
Interviews: Wednesday 25th November 2026.
Paid induction and training: Eight hours between 7th and 18th December 2026.
Contract start date: Monday 4th January 2027.

