



Volunteer role description: Volunteer Inbox Co-ordinator England

Section 1: What is Making Music and what do we do?

Vision

Our vision is of communities enriched by flourishing amateur and community music groups offering opportunities for participation and engagement in music to all in their locality, transforming individual and community wellbeing.

Mission

Making Music's mission is to support, develop, connect and champion its members and everyone who makes, performs and presents music on a voluntary basis.

Objectives

1. To provide excellent membership services that enable music groups to develop and thrive, artistically and organisationally
2. To extend our membership in order to strengthen our voice, enable music groups to remain sustainable, and facilitate as many individuals as possible having access to musical participative opportunities
3. To represent amateur music at a local, national and UK-wide level to ensure it has the best possible conditions to flourish
4. To encourage more and new people to become involved in music so that more individuals and communities can experience and enjoy the benefits

Section 2: Purpose of role

The Volunteer Inbox Co-ordinator (VIC) will oversee the email account used by the volunteers. They will ensure that emails are correctly allocated to the relevant volunteers, file completed emails systematically and keep the inbox generally clean and clutter-free. They will also identify potential news stories from the messages received, and monitor and control any junk mail received into the account.

Section 3: Main activities/tasks:

- Identifying potential news stories and communicating them to the Member Engagement Manager
- Identifying potential social media posts and marking them for the attention of Digital Media Volunteers
- Monitoring any replies to Member Contact Volunteer emails and responding to or highlighting any pertinent issues
- Reporting and/or deleting junk emails and overseeing security of the mailbox
- Deleting old or unwanted emails and keeping the mailbox clean and tidy
- Attending volunteer meetings as required

Section 4: Skills/experience required:

Essential

- Well organised and able to work under own initiative
- The ability to represent Making Music in a professional manner
- Competence using IT to support the role (e.g. admin, communications, data handling)

Desirable

- An interest in music

Section 5: Application process

Applicants must complete the volunteer application form (a C.V. is not required but may be supplied if you wish) and details of one referee. An informal interview to discuss the role in more detail is required (either in person or by skype /telephone as appropriate) before a position can be offered.

Section 6: Training offered

A full induction will be provided. Regular in-house training on best practice will be given, and further training may be offered where resources allow.

Section 7: Location

Home based, with occasional travel in agreement with the Member Engagement Manager.

Section 8: Expenses

Out of pocket expenses, supported by receipts, will be paid in line with Making Music's Expenses Policy.

Section 9: Hours

There are no set shifts, and some flexibility would be appreciated. We would like the Volunteer Inbox Co-ordinator to be able to commit to approximately 2-3 hours per week.

Reporting to: Sharon Moloney, Member Engagement Manager

Contact information:

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