



# **Volunteer role description: Member Contact Volunteer England**

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

### Vision

Everyone has opportunities within reach to make and present their kind of music with others.

### Mission

Making Music is a membership organisation which supports, stands up for and celebrates groups of people making and presenting music together in their leisure time across the UK.

### Objectives

In the next five years (2017-2021) Making Music will:

1. Help Making Music groups become stronger and better able to connect with new members and audiences
2. Stand up for and celebrate Making Music groups, their members, and others coming together to make or present music in their leisure time across the UK
3. Invite and welcome all kinds of music groups to become part of the Making Music community
4. Ensure Making Music is sustainable and robust for the longer term

For more information, please visit <https://www.makingmusic.org.uk/about-us/annual-report-and-accounts>

## **Section 2: Purpose of role**

The Member Contact Volunteer (MCV) will undertake personal contact with Making Music member groups during a specified period of time. The purpose of the contact is to highlight events that are coming up, to carry out research and collect feedback and/or to signpost members to relevant online resources as they are made available. Initial contact is mainly made by telephone, with some follow up by email required.

## **Section 3: Main activities/tasks:**

- Contacting members by telephone and email to highlight forthcoming events and to encourage them to attend
- Collecting feedback from members who are unable to attend events, to help us make future events more relevant and accessible
- Contacting members to highlight specific updates to services and resources, or to ask specific questions to help us develop our services
- Using the Making Music database to find (and if required, update) contact details for groups
- Communicating member queries and issues to the Member Engagement Manager
- Attending Making Music events in their local area wherever possible
- Attending in-house training sessions as required

## **Section 4: Skills/experience required:**

### ***Essential***

- Good communication skills, particularly on the telephone
- The ability to relate to a wide range of people
- Tact, diplomacy and confidentiality
- The ability to represent Making Music in a professional manner
- Good organisational skills
- The ability to work on your own initiative within a remote team
- Competence using IT to support the role (e.g. admin, communications, data handling)

### ***Desirable***

- An interest in music
- Knowledge of how community groups are run

## **Section 5: Application process**

Applicants must complete the volunteer application form (a C.V. is not required) 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 external training may be offered where resources allow.

## **Section 7: Location**

Home based, with occasional travel within the region and/or further afield in agreement with the Member Engagement Manager.

## **Section 8: Expenses**

Out of pocket expenses, supported by receipts / copies of phone bills, will be paid in line with Making Music's Expenses Policy (available on request).

## **Section 9: Hours**

Blocks of work are offered when they are available, and certain times of the year are busier than others. Blocks of work are between 2 and 6 weeks in duration. During each block, we would like each Member Contact Volunteer to be able to commit to an average of 2-4 hours per week. There are no set shifts, and some flexibility would be appreciated/is available.

**Reporting to:** Sharon Moloney, Member Engagement Manager

## **Contact information:**

Sharon Moloney  
Member Engagement Manager  
020 7939 6046  
[sharon@makingmusic.org.uk](mailto:sharon@makingmusic.org.uk)