

HEN Meeting Cambridge Museum of Technology

Volunteer recruitment and retention

Sustainability

20th April 2015
Dick Waylen

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SHARE Principles

- Contributions are freely given and equally valued
 - Everyone must benefit
- Peer to peer where possible

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Agenda

- | | |
|---------------------------------------|--------------------------------|
| 10.00 Arrive Welcome (Tea & Coffee) | |
| 10.30 Introductions and House Keeping | Seldon Paquin |
| 10.45 Volunteering and the MoP | Dick Waylen |
| 11.15 Further Info | Seldon Paquin and Ray Anderton |
| 11.30 Open Forum | |
| 12.30 Lunch and Tour of CMT | |
| 13.30 Sustainability | Dick Waylen |
| 14.00 Open Forum | |
| 15.00 The Future of HEN what next? | Dick Waylen |

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Volunteers

- Why are less Volunteers available?
 - Retirement age / Early retirement
 - Competition for volunteers from other places
- Types of Volunteer
 - Short term between jobs boosting a CV
 - Recovering from illness preparing for return to work
 - Working and volunteering for enjoyment / pursuing hobby
 - Retired and keen to keep physically and / or mentally active
 - Retired and volunteering for social contact

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Sources of Volunteers

- CVS Community Volunteer Service
 - Most districts are served by one e.g. Maldon has over 160 volunteer roles available on it's books
 - Good source of both newly retired and return to work people
- 6th Form college / University
 - Good for CV builders
- Press Advert / Advertorial
- In house adverts / Manned enquiry point at events / detail of volunteer roles
- Word of mouth

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Examples of some of the MoP Volunteer posters

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Join The Museum of Power's team of volunteer office staff and help us to ensure a future for Britain's proud industrial heritage

Are You Just the Type We Need?

MUSEUM OF POWER
Charity No. 288709

To find out more about this role and others, just ask a member of staff or pick up a volunteering form today; we'd love to speak to you!

01621 843183
volunteers@museumofpower.org.uk

Keep Your Engineering Skills Well Oiled

Join The Museum of Power's team of engineering volunteers and help us to ensure a future for Britain's proud industrial heritage

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Charity No. 288709

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Join the Museum of Power's front of house volunteers and help to ensure that our visitors feel special

Put a Smile on Our Visitors' Faces

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volunteers@museumofpower.org.uk

Get Dug in With Us!

Join The Museum of Power's volunteer gardening team and help us to make the most of our heritage site and it's wonderful grounds

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Charity No. 288709

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volunteers@museumofpower.org.uk

Could You Lend a Hand?

Volunteer as a 'handyman' at The Museum of Power and help us to ensure a future for Britain's proud industrial heritage

MUSEUM OF POWER
Charity No. 288709

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volunteers@museumofpower.org.uk

Volunteer with our miniature railway at the Museum of Power and help us to ensure our visitors have a magical time

Take Them on a Magical Journey

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Once we get them how do we keep them?

- Always do your very best in your job, but if you don't like what you're doing enough that you would do it for free, quit. (This seems extreme, but at the same time mentally liberating.)

David Fuhriman

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Once we get them how do we keep them?

- Always do your very best in your job, but if you don't like what you're doing enough that you would do it for free, quit. (This seems extreme, but at the same time mentally liberating.)
- We ask our volunteers to work for free, so if we want to keep them we need to ensure they like what they are doing.
- They must have fun
- They must get some form of reward / satisfaction

David Fuhriman

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Once we get them how do we keep them?

- Make them welcome
 - Induction / Role descriptions / Volunteer handbook / HSE etc.
 - Match requirements to needs where possible / Training / Make it fun to volunteer / Involve them / Sense of belonging
- Perks
 - Free Doughnuts and Coffee
 - Volunteer Passport
 - Discount from local supplier
 - Social Events --- friends body
 - SHARE Volunteer Awards

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Further information

- Sheldon Paquin (CMT)
- Ray Anderton (MoP)
- Share Volunteers Co-ordinators Forum

Due to be kicked off 1st July see SHARE eBulletin coordinator Hazel Courtley at hazel.courtley@nhm.co.uk.

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Open Forum

- Ideas from the meeting

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Lunch and CMT tour

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Sustainability

- What do we mean by Sustainability

The ability for our (museum) to survive and thrive without reliance on a single core sponsor.

Financial Independence.

The ability to operate and maintain what we have

Future growth

We believe in making a future for our industrial heritage

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The MoP Story

- Established at Langford 1996
- Initially E&SW employed consultant to 2002
- 2002 MoP Employed Site Co-ordinator
 - full employment cost covered until 2008, extended to 2010
 - Funding extended at same level to Dec 2012, but not to used to cover salary
 - 2013 funding cut by approx 30%
 - 2014 further cut of approx 40%

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That's not the full story

- 1996 to 2008 MoP built a surplus of approx £100K
- 2007 to 2011 Back to Steam Project
- 2011 / 2012 Reserve collection Building
 - Both projects were intended to use some reserves, as we had been advised by a number of potential funders that they would not consider us whilst we had significant cash available.
- Projects completed within budget, but reserves dwindled 2008 to 2013
 - Put simply our current account costs exceeded income

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What did we do

- 2011 Consultancy report commissioned by E&SW
 - MoP Brief was for 10 year site plan
 - E&SW changed that to Sustainability without E&SW financial support – A few home truths, without change the museum would cease to exist
- Early 2012 Staff were advised of situation and asked to contribute ideas / seek new revenue streams
- May 2012 Staff advised that if situation has no significant improvement redundancies may be needed, start of an 18 month consultation period

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What next?

- Dec 2012 E&SW / NWG reduced Grant for 2013
- Freeze on all new project work unless externally funded. Remodelling budget with cuts in all areas
- Continual dialogue with staff
- Nov 2013 Staff informed that museum could only afford 1 paid position and that job would not be as existing but focussed on Visitor Experience
- Jan 2014 NWG grant reduced further for 2014

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January 2014 to Present

- MoP Engaged T&G on contract to fill Visitor Experience position.
- Revised events, with increased revenue targets.
- Outsourced Tea Room to CJ catering.
- 2013 / 14 financial year small surplus circa £2000
- 2014 / 15 financial year on target to produce £10K surplus
- More to do to restore growth / Ideas from meeting

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Open Forum

- Ideas from the meeting

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HEN The Future

- Next Meeting Mid Suffolk Railway 7th July
John Durrant
- Future Meetings circa 9th November and March
where, what topics etc
- Terms of Reference / Formal Constitution
- Co-ordinator for 2015/16

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Finally

- Feedback
- Safe Journey home

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“STEAM UP”

Twelve Spectacular Full Sized Engines 'purring' on live steam, including the massive engine that used to open Tower Bridge. Working Victorian Workshop powered by steam and an old Victorian Pianola playing rolls of music always fascinates the children. All exhibits indoors. Warm surroundings and friendly people. Children come in FREE, two per adult. We look forward to seeing you there...

SUN 3rd MAY. 11am – 5pm. Adults £8 Senior Citizens £7
Excellent Value Season Tickets available on the door
Two children admitted FREE with an adult
HOMEMADE CAKES HOT PORK ROLLS
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Steam Heritage Award Winning Museum. Non Profit Making.
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