

**Volunteer Co-ordinators’ Forum Event**

**‘Volunteers…getting them in and keeping them happy’**

**Thursday 24 September 2015, 10:00 – 15:30  
Ipswich Transport Museum**

**Draft Programme**

10:00Arrival and refreshments

10:30 **Welcome**: introductions, aims and overview of the day   
*Hazel Courtley, Volunteer Co-ordinator, National Horseracing Museum*

10:35 **Herding Cats**? Managing volunteers in a volunteer-run museum  
*ChrisTurland, Volunteer Co-ordinator, Ipswich Transport Museum*

10.50 **Museum Volunteering - This is how we do it***Toni Mair, Volunteer Support Officer, Southend Museums and Libraries*

11.05 Introduction to case studies and discussion groups around the themes of recruitment, managing volunteers and keeping volunteers on board.

11.10 Break

11.35Session 1 – choice of discussion groups (see overleaf)

12:20 Lunch

13:20 **SHARE Supporting Volunteers: The Wider Picture**

*Simon Floyd, SHARE Co-ordinator*

13:30Session 2 -choice of discussion groups (see overleaf)

14.15 Break

14:40 Session 3 - choice of discussion groups (see overleaf)

15:25 Evaluation

15.30 Close

Delegates will then have an opportunity to visit the museum which closes at 4.30pm

**Recruitment materials** – table available all day  
Please bring examples of volunteer recruitment materials eg flyers, posters, leaflets, postcards, to share with other delegates.

**Discussion groups**

Themes:

* Ready. Set. Go: the challenges of volunteer recruitment in a hurry  
  *Mike Brooks and Kayleigh Boyle, Museums Volunteer Co-ordinators, Cambs CC*
* Role descriptions versus ‘people-raising’ – approaches to recruitment  
  *Hazel Courtley, Volunteer Co-ordinator, National Horseracing Museum*
* Encouraging a wider spectrum of volunteers

*Katie Weston, Volunteer Co-ordinator, Epping Forest District Museum*

* Redefining Volunteer Roles

*Karlina Craig Barton, Volunteer Co-ordinator, Luton Culture*

* Making It Work – Systems and Procedures

*Oka Last, Volunteer Co-ordinator, The Long Shop Museum*

* I challenge you to duel! – approaches to resolving conflict

*Chris Turland, Volunteer Co-ordinator, Ipswich Transport Museum*

* Valuing volunteers

*Megan Dennis, Curator, Gressenhall Farm and Workhouse*

* A friendly ear - pastoral care of volunteers  
  *Niki Hughes, Volunteer Manager, Imperial War Museum Duxford*