

# GRIMM & CO



*A Yorkshire charity, changing lives one story at a time*

Grimm & Co. is a registered charity: Charity No: 1154990 - Registered Company No: 8765731  
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## **Full Time (40 hours per week) Volunteer Coordinator (Maternity Leave Cover)**

In the centre of a town that seems at first glance ordinary and much like any other town of this time, the High Street is punctuated at one end by a glass fronted, Victorian styled, traditional sweet shop, nothing extraordinary about this. A short walk takes you through a street bustling with shoppers and families looking for something a little different. At the foot of this High Street the journey to the extraordinary begins as you are struck by an imposing, dark but beautiful, curved, glass fronted building which dominates the corner, labelled, 'Apothecary to the Magical'. As you enter you are immediately transported into a world of wonder and enchantment. Warm greetings from friendly shop keepers take you on a tour of wild schemes, evil plots and kitchenware. Little do you know there's a secret door, hidden within the shelves, that takes you on a further journey of awe and wonder, starting with the imagination gym for dusting off and



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unleashing hidden creativity. Once the imagination is sparked one can climb the giant's bookcase through the corridor of glory, past Graham and Grizelda's office, glimpsing at the Writers' Closet, through to the glorious Writers' Pad.



Behind the everyday façade of the beautiful shop, through the secret door amongst the broomsticks and goblin mucus, there's a whole other world, only accessible if you have an intact imagination. The 'Imagination Gym', leading to 'The Writers' Pad', is our story destination. Here we champion the writer in every young person. We are truly child-led and believe in taking fun seriously and unleashing the power of young people's extraordinary imaginations, building their confidence, self-respect and enhancing their ability to communicate and aspire. Here, young people can enjoy free activities, all aimed at encouraging and inspiring young people to write, whilst also receiving support through one to one mentoring from a trained volunteer.

#### **We believe in...**

- Using storytelling to give every child, from every background, a voice
- Challenging expectations and aspirations
- Inspiring whole communities to get involved in children's development
- Taking fun seriously

#### **We always...**

- ...prioritise children from disadvantaged backgrounds
- ...start from the child's imagination
- ...provide an audience for children's writing and deliver quality outputs
- ...differentiate and give children individual attention so that all children can take part and be heard
- ...accept and value volunteers
- ...engage local communities in a dialogue
- ...learn from what we've done
- ...create the highest quality output through proper care and attention to detail
- ...welcome ideas that contribute to the strategy, however weird
- ...prioritise children's experience
- ...make it easy for our audience to join in
- ...make it free for children to participate in our out of school programmes
- ...provide a safe environment
- ...collaborate with schools to create a tailored partnership
- ...**make learning fun**



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## **Why are we here?**

- **Aspirations:** We champion the writer in every child.
- **Creativity:** We believe that the best way for children to think in new ways, acquire skills and realise their potential is through the joyful discovery of stories and the development of their imagination.
- **Core skills:** Reading and writing are the core skills that open opportunities to our children, therefore without proficiency and confidence in these skills opportunities are out of reach or even closed to many of our children.

## **Programme goals:**

We build motivation, confidence, self-esteem and skills in both workshops for schools and our out of school holiday club programmes.

We empower children and young people with one to one support and mentoring.

We deliver teacher training programmes to build capacity for schools to adapt approaches.

- **Perceptions:** We champion the writer in every child. There's a serious note to what we do as we are supporting our next generation to see themselves as writers, building confidence and skills with a 'can do, want to do' attitude.
- **Aspirations:** We challenge expectations and aspirations, as a kindling to the flame, nurturing learning whilst nourishing imaginations.
- **Resilience:** We develop the capacity for children and young people to use writing as a tool for resilience and help young people to find their voices.
- **Talent:** We deliver unusual, creative writing programmes which encourage young people to discover and unleash their talents, building self-esteem and recognition of their individuality and creative potential.
- **Pride:** We publish children's writing in a variety of ways to build pride in their work, purpose to their writing and to allow the rest of the world to experience the awe and wonder creations of our young writers.
- **Community:** We involve the whole local community in our programmes and are supported by a force of committed volunteers from across South Yorkshire and beyond.
- **Explore:** We introduce children and young people to different ways of writing that are available to them in the real world and inspire new ways of thinking, e.g. lyrics, script, novel, storymaking, poetry, manifesto, reporting, comedy, etc....
- **Capacity:** We offer teacher workshops in teaching creative writing which explore unleashing imaginations, optimising child-led approaches and creative writing.

We run special, imaginative workshops for school groups, which take place at Grimm & Co and in school settings. We have a distinct ethos which is the backbone to all that we do, starting from the child's own imagination. Around 3,000 pupils visit Grimm & Co each year with their schools in order to take part in innovative, immersive and artistic writing workshops, which are designed to boost young people's confidence, creativity, and attitude towards learning and literacy. These workshops are developed in consultation with teachers in order to help meet their and their students' current needs and challenges. Our charity supports young people aged 7 – 18 so we currently work with Key Stage 2 (KS2) and KS3 students, but intend to develop our programme in order to offer creative workshops to all students from KS2 to KS5, as well as growing what we offer within school settings. As well as this we run a diverse range of out-of-school writing programmes, which take place after school, on weekends, and during school holidays. More recently we have developed a festival and showcase programme and are also offering family learning provision within our shop and in festival destinations across Yorkshire.

This centre is supported by our spotlight writer Jeremy Dyson (League of Gentleman co-writer) and opened its doors on 29<sup>th</sup> February 2016 for children, young people, teachers, volunteers and of course magical beings of all denominations.



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We are now recruiting for an organized and experienced coordinator to help us supervise and support our large team of volunteers and deliver services within our apothecary to the magical.

This role is an opportunity to be in the hub of our charity, to be at the heart of our identity and brand, support a huge cohort of dedicated volunteers and make a difference to the future of Grimm & Co. You'll do this through a range of activities, from recruiting new volunteers, organising rotas, hosting special events and training for volunteers + giving our young people and our customers an out of this world experience.

You will be a communicative, organised individual with a strong interest in, and experience of project management and/or people management. You will recognise the social value of our charity and as an enthusiastic self-starter be able to prioritise your time. You will have excellent attention to detail and an ability to keep things organised, together with good people skills. You will have budgeting/spreadsheet and data management experience.

### Key responsibilities:

- To recruit, train, support and coordinate our volunteer team to staff the shop, fulfill online orders, work across various aspects of volunteer roles.
- On occasions to support the retail manager/staff the shop.
- To support the Creative Learning Managers to ensure excellent provision for children and young people.
- To ensure volunteer satisfaction and reward.
- To process volunteer applications and opportunities using online resources and a central database, responding to enquiries, dealing with cancellations and keeping the database updated.
- To maintain the volunteer database and filing systems, and other office administration systems.
- To support inventory, fulfillment, ordering and tracking of our online and high street shops.
- To market the apothecary to the magical and volunteering opportunities through a range of email, website content, social media, events and other promotional tools, in conjunction with volunteers and other members of the team.
- To inspire a fun and outgoing approach to customer interaction, that takes the apothecary to the magical very seriously.
- To process DBS checks and references for newly registered volunteers.
- To monitor and keep accurate records.
- To undertake the daily cashing up and banking processes, keeping clear records and minimizing discrepancies.
- To develop in store and online sales production and promotion of products.
- To organise special promotions, displays and events.
- To analyse and interpret trends to facilitate planning.
- To ensure standards for quality, customer service and health and safety are met.
- To commit to the principles of Grimm & Co and champion our work with children and young people.
- To support the development of policies and adhere to safeguarding policy, procedures and principles across practices.
- To monitor and evaluate activities to inform planning and complete reports for funders and trustees.
- To administer a funding budget around training/events/volunteer reimbursement.



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- All other reasonable duties, as may be requested from time to time, by the Director/role supervisor.

### Person Spec:

Please note that this post will require DBS clearance.

### Essential:

- Excellent verbal, presentation and written communication skills
- A proven ability to keep accurate financial records and confidence with numbers
- At least 18 months experience within a retail role, including managing people, projects or events
- Methodical and well organised, with attention to detail and an ability to plan and prioritise work to meet deadlines and work efficiently
- Excellent interpersonal skills and able to motivate and support others in a team
- Motivated and with a deep empathy for Grimm & co's mission
- Able to thrive in a changing environment, and to work effectively on own initiative
- Open to continuous professional development and peer learning
- Comfortable providing support and learning to a diverse volunteer pool
- Able to embed and promote equality and diversity through their actions and words
- Knowledge and experience of MS Word and Excel + social media platforms and website

### Desirable:

- Experience of coordinating volunteers and work programmes
- Experience of controlling budgets
- Experience of using a database to maintain and report on information
- Demonstrated creativity and experience with social media
- Good customer relations with all kinds of magical beings, from the enchanted to the wicked.
- Experience of a retail environment

### Terms and Conditions:

Title of Post: Volunteer Coordinator

Reports to: Director

Hours: Full time (40 hours per week) Tuesday - Saturday.

Salary: £21,420 p.a. + employer pension at 3%

Annual leave: 25 days + public holidays (pro rata)

Contract: 9 month fixed term maternity cover contract.

Grimm & Co is committed to being an Equal Opportunities Employer.

Grimm & Co is a registered Charity No. [1154990](#).

Deadline for applications: 12 noon, Tuesday, 22nd January 2019. Interviews will take place soon after this.



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