

## Job Description and Person Profile

---

**Job title:** Community Engagement Officer

**Reports to:** Museum Manager

**Role:** To develop and deliver our community focused learning and outreach programme

<b>Salary</b>	Up to £24k per annum
<b>Hours</b>	5 days / 37.5 hours per week
<b>Status</b>	Permanent

### Overview:

A role for a self-motivated, confident and organised person to develop, lead and deliver a full and inspiring programme of museum centric learning and outreach activities attractive to both visitors and the local community. The post holder is required to provide formal progress reports against clearly defined objectives.

### Roles and responsibilities:

#### i. Community, learning and outreach

- Develop and agree a compelling and inspiring museum centric learning and outreach programme for the benefit of both the local community and museum visitors. The programme will provide activities for people of all ages from young families and young adults through to the elderly and will also include a range of STEM based activities for schools.
- Ensure that the programme is designed to contribute positively to the long-term financial sustainability of the Museum.
- Work with our volunteers to lead, manage and successfully deliver the programme activities
- Lead, support, inspire, mentor and, where required, help recruit volunteers for the purpose of delivering the programme
- Provide or arrange appropriate training for volunteers and staff to support successful delivery of the programme goals
- Identify and source the necessary supporting materials to provide an effective programme
- Develop and maintain any policies and procedures necessary for delivery of the programme
- Prepare and deliver progress reports

#### ii. Finance and administration

- Develop and maintain a project plan to manage and track progress
- Manage a budget for the programme activities within the parameters and guidelines provided
- Liaise with external or partnership funders and provide reports, formal and/or informal as required

#### iii. Marketing, publicity and promotion

- With the support of other staff and volunteers arrange and deliver comprehensive publicity and promotion for the programme to maximise awareness of its activities.
- Initiate, develop and sustain excellent relations with other organisations and groups as required for the successful delivery of the programme

**iv. Health and Safety**

- Ensure that all programme activities are compliant with the Museum’s Health and Safety policies and procedures completing risk assessments as necessary.
- Ensure compliance of the programme activities to our safeguarding guidelines

**v. Communication and Advocacy**

- Provide clear and effective communication with all those involved in the project, both internal and external to the Museum.
- Contribute effectively and enthusiastically with and to the museum staff and community
- Be an enthusiastic advocate for the Museum positively promoting its benefits and values

**vi. External Scope**

- Contribute to developing and maintaining partnerships with organisations and agencies in a position to support this project.

**Person Specification:**

<b>Key Competencies</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general education.</li> <li>• Degree or equivalent experience in a relevant subject</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in education or training related field</li> <li>• Working towards job-related qualification equivalent of NVQ Level 4 or above.</li> <li>• Post graduate museum or similar studies</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Strongly self-motivated and able to work with minimal supervision</li> <li>• Ability to plan and prioritise own work load</li> <li>• Able to make best use of hours available, and to meet due delivery dates</li> <li>• Ability to manage and monitor budgets.</li> <li>• Good IT skills including Microsoft Office products</li> </ul>	<ul style="list-style-type: none"> <li>• Confident using social media</li> <li>• Knowledge of museum accreditation requirements for learning and outreach</li> <li>• Awareness of health and safety good practice and procedures</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in formal or informal community, education or outreach practices</li> <li>• Experience of work with voluntary or community organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a learning or outreach role in the heritage sector</li> </ul>
<b>Interpersonal &amp; Communication</b>	<ul style="list-style-type: none"> <li>• Confident and personable communicator</li> <li>• Empathetic and approachable manner</li> <li>• Excellent interpersonal skills with the ability to motivate others, especially volunteers</li> <li>• Able to build effective working relationships across the local community, the Museum and its partners.</li> <li>• Able to show discretion and respect confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation skills to promote activities and volunteering</li> <li>• Able to forge positive relationships and influence with tact and diplomacy</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to draw facts and research together and produce written and verbal reports</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Enthusiastic about extending learning and outreach across the community</li> <li>• Ability and willingness to be flexible about working days including some weekend &amp; out of hours work</li> <li>• Valid driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility approach with a willingness to help others</li> </ul>

If you have a disability or long-term illness that otherwise prevents you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment can be made.

Telephone: 01728 832189

Email: [info@longshopmuseum.co.uk](mailto:info@longshopmuseum.co.uk)