Job Description - Community Engagement Officer

Responsible to: Museum Director
Responsible for: Education, and Events Volunteer Teams
Salary Range: £29,000 per annum
Contract: Fixed term contract until end December 2028
Purpose of the Post: To develop and manage the Museum's Education, informal Learning, and Events programmes, and to coordinate the Museum's community support services and activities.

Key Operational Responsibilities:
To assist with the day-to-day management and administration of the Museum by liaising with the Museum Director, and working with the Museum Assistant.

To develop and deliver the Museum's Education Plan, the annual Museum Events Programme, and a Learning Activities Plan.

To develop, with the Education Team, an education strategy, and associated activity plans linked to the National Curriculum.

To manage the day-to-day work of the Education team and oversee the organisation of volunteer rotas and work schedules.

To plan, develop, and deliver a programme of special Museum Events throughout each season. Delivering these events will involve some weekend work.

To administer and prepare for the bookings of Group Visits and Venue Hires.

Volunteers & Training:
With the Museum Director, implement the museum's Volunteer Policy and Plan.

Develop and manage a sustainable volunteer structure by helping to recruit new volunteers, following up references and DBS checks, identifying skills gaps, and designing and managing a volunteer training programme.

To monitor the success of the volunteering, training and education programmes through regular feedback from volunteers, freelance providers, and participants.

With the Volunteer Forum, organise volunteer social and recognition events.

Design, develop and manage efficient administrative processes and procedures that support volunteer activity to maximise the effectiveness of all Museum programmes.

Other Duties:
To act as Museum Duty Manager, in collaboration with Museum Director, to ensure that there is always a management presence at the museum while visitors and volunteers are on site. This will involve some evenings and weekend working.

To develop and manage formal and informal learning relationships, collaborations, and partnerships with external organisations.

To provide training and guidance to other staff, freelance providers, and volunteers on formal and informal learning and volunteering and training policies and plans, as appropriate.
To represent the museum at appropriate external meetings and events.

To respond to and deal with members of the public in a professional manner.

To be flexible in working arrangements, including working weekends when required.

To be committed to our Health & Safety, and Safeguarding Policies and ensure others are familiar with them.

You will be expected:
To work both independently and with diverse teams to deliver common and individual objectives.
To demonstrate leadership and vision to internal and external stakeholders.
To communicate effectively using a variety of media and at all levels of the organisation.
To manage and motivate volunteers, contractors, and freelance providers.
To deal with problems and develop creative solutions to resolve them.
To work with conflicting deadlines, switching tasks and priorities as the situation demands.
To produce quality and engaging work in a wide range of formats.
To effectively and independently manage your time and personal resources.
To work with a minimum of direct supervision.
To work effectively with a range of digital tools/platforms, particularly Microsoft Office.

Ideally, you will have:
Experience of office administration tasks such as working with emails and spreadsheets.
Experience of developing and delivering heritage services, activities, and events.
Experience of creating and implementing education programmes in the heritage sector.
Experience of managing volunteers.
Experience of working with schools and school children.
Experience of working with community stakeholders and community wellbeing organizations.
Experience of event planning and delivery.