Job Description

Job Title: Community and Visitor Engagement Officer  
Salary: £17,160 per annum  
Contract: Fixed term for a period of 12 months from agreed start date. Further renewal will be subject to the availability of funding  
Work Base: The Museum of Cambridge,  
2-3 Castle Street, Cambridge, Cambridgeshire, CB3 0QA  
Hours of Work: A part-time role totalling 30 hours a week, which will include some regular weekend work on either Saturday or Sunday. Flexible working arrangements to meet the needs of the post holder will be considered.  
Given fair notice, some evening work will be required  
Responsible to: Transition Project Officer and the Chair of the Board of Trustees  
Responsible for: Community Engagement Volunteers, providing training and support as required  
Contacts: Trustees; Volunteers; Project staff; Visitors to the Museum of Cambridge; Members of professional bodies, user groups and other organisations; Contractors, suppliers and other external stakeholders; The general public  

Job Purpose:  
Developing and delivering engaging experiences for an increasing range of growing audiences of the Museum of Cambridge, to include:  
• Delivering community engagement and outreach activity at our Museum and across Cambridge, to ensure the success of our community oral history project Capturing Cambridge;  
• Leading tours for adults, supervising activities for families, facilitating object-handling experiences for visitors and undertaking audience research projects;  
• Providing duty cover for our Museum as required to deliver events and provide excellent learning and engagement experiences for our visitors and the wider community. This will include occasional evening engagement work;  
• Recruiting, training and supporting volunteers to assist with community engagement;  
• Contributing to the development and planning of our ongoing community engagement project.

Museum of Cambridge
Principal Tasks, Accountabilities and Responsibilities:

Main Duties
1.1 Work with our Transition Project Officer and the Chair of our Board of Trustees to deliver community sessions and training for our Capturing Cambridge project, according to agreed plans;
1.2 Organise and deliver workshops, talks, sessions, events, training and resources, in conjunction with our Transition Project Officer and members of our Board of Trustees, to support the positive community impact of our project and to ensure its success;
1.3 Provide support, as duty cover, to maximise partner and visitor access to our Museum events, increasing opportunities for visitor learning and community engagement;
1.4 Support the creation of partnerships that enhance our Capturing Cambridge project with organisations and individuals in local communities, groups, neighbourhoods and the wider museum sector;
1.5 Take responsibility for the recruitment, co-ordination, training and supervision of volunteers involved with our community engagements.

Administration
2.1 Administer all aspects of the development and delivery of our community engagement programme, including contributing to grant reports for funders;
2.2 Monitor budgets relevant to our community engagement programme;
2.3 Monitor and evaluate all activities in our community engagement programme and contribute to the evaluation of Capturing Cambridge as a whole;
2.4 Ensure that appropriate risk assessments are conducted for all of our community engagement activities;
2.5 Ensure that our programmes and facilities for young and vulnerable people meet all necessary legislative and local requirements, including adherence to our Health and Safety and Child and Vulnerable Adults policies and procedures;
2.6 Maintain a database of community contacts in liaison with other staff members.

Marketing and Audience Development
3.1 Develop, author and produce marketing material related to our community engagement programme, liaising closely with members of our Board of Trustees;
3.2 Document all activities, supplying information to be included in our Museum newsletters and promotions;
3.3 Maintain and develop the relevant sections of our Museum and Capturing Cambridge websites;
3.4 Proactively use relevant social media tools to promote our activities, in line with local policies and guidance;
3.5 Contribute to making the Museum of Cambridge an example of good practice in community engagement, historical research and skill development through our Capturing Cambridge project.

Strategic Development
4.1 Contribute to the strategic vision for community engagement as part of our forward planning, in liaison with our Trustees;
4.2 Contribute to our Museum’s Learning Policy and Strategies, in liaison with our Trustees, staff and all other stakeholders.
General

5.1 Welcome visitors and show them around our Museum;

5.2 Provide relief cover on our reception desk, when required;

5.3 Supply own administrative support;

5.4 Act as a key holder for our Museum;

5.5 Work together with all other staff, volunteers and Trustees as a coherent team;

5.6 Carry out the responsibilities of the post with due regard at all times to our policies and procedures on health and safety, security, child protection, equality and diversity and other applicable guidance;

5.5 Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with the role and remuneration.

Working conditions and physical requirements

The post holder must work flexibly, as required, which will involve some weekend work and support for weekday evening events. Time off-in-lieu will be granted for any pre-agreed activity that occurs outside of or above core working hours.

The post involves a wide variety of tasks, including office work, use of computers and computer monitors.

Our building has lift access to visitor spaces but not to the offices in which staff, volunteers and Trustees work. Older parts of the building include uneven surfaces.

Events and activities may include moderate lifting of equipment and travel across the city of Cambridge and its immediate environs.

This description of the job reflects its present constitution. It is normal practice to periodically review job descriptions to ensure that they remain relevant and to incorporate proposed modifications along with any changes that have already occurred.

The review process is a joint task that involves both manager and employee. We expect you to participate fully in such discussions. In all cases, it is our aim to reach agreement to reasonable changes. Where it is not possible to reach agreement, we reserve the right to make reasonable changes to your job description, commensurate with your role and remuneration, following consultation with you.

Date: 25 May 2018
# Person Specification

## Essential

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<th>Experience</th>
<th>Desirable</th>
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<td>• A minimum of three GCSEs or equivalent, including English Language and Mathematics;</td>
<td>• Educated to degree level or an equivalent qualification;</td>
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## Experience

| • Experience in a public-facing or customer service focused role; | • Experience of initiating and developing successful partnerships and collaborations; |
| • Experience of and enthusiasm for developing and delivering audience engagement programmes in a museum or heritage setting; | • Experience of recruiting, supervising and supporting volunteers; |
| • Experience of initiating and developing successful partnerships and collaborations; | • Experience of financial and budget management; |
| • Experience of working with multiple stakeholders; | • Experience of working in collaboration with a range of different communities and a good understanding of participatory museum practice; |

## Knowledge and Skills

| • Knowledge of the legal issues around working with children and vulnerable adults; | • A proven track record in developing projects and resources that support engagement or learning for identified audiences; |
| • Knowledge of current practice and trends within community engagement | • Demonstrate basic budget management skills; |
| • Excellent interpersonal skills, including the ability to engage confidently to a wide range of people as individuals and in groups; | • Demonstrable project management skills; |
| • Competent user of information-technology solutions; | |
**Personal Qualities/Disposition**

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>• Confident managing own workloads and directing own activities;</td>
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<td>• A strong team player who can engage with peers, volunteers and Trustees;</td>
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<td>• Well organised and able to work to deadlines;</td>
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<td>• Able to work effectively under pressure;</td>
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<td>• Customer focussed with high individual standards;</td>
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<td>• Able and effective verbal and written communicator;</td>
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<td>• Receptive to and positive about change, with a ‘can-do’ attitude;</td>
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**Other**

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<th>Essential</th>
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<tr>
<td>• Committed to equality and diversity;</td>
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<td>• Committed to our Health and Safety policies and procedures;</td>
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<td>• Able to work at other locations, if required;</td>
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<td>• Able to work outside normal office hours, when necessary;</td>
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<td>• Willing to be the subject of a Disclosure and Barring Service check;</td>
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