



Museum Community and Visitor Engagement Officer	
Job description & Person specification	
Job title	Museum Community and Visitor Engagement Officer
Salary	£22,000 per annum pro rata (initially 1 year contract)
Hours and duration of contract	<p>34 hours per week across 4.5 days.</p> <p>Regular and flexible weekend and evening work will be required across a 7day rota (e.g around 2 weekends per month). This will include working across bank holiday weekends and school holidays, to coincide with the Museum’s busiest periods.</p> <p>This is initially a 1 year post with a view to renewal, subject to funding.</p>
Job share	We would be happy to accept applications from candidates who wish to make an application to work on a part-time/job-share basis. Please state your availability clearly in your application.
Pension	You will be automatically enrolled into a pension scheme with The Creative Pensions Trust.
Annual Leave	You will be entitled to 28 days annual leave per calendar year.
Responsible to	Museum staff and the Chair of Board of Trustees
Responsible for	Community Engagement Volunteers

Purpose of job

This is an exciting opportunity to join a dynamic team of staff, trustees and volunteers to support the development of our Museum. You will be developing and delivering ambitious and engaging experiences for a range of growing audiences of the Museum of Cambridge.

This post is funded by a Community Grant awarded by Cambridge City Council to work on a project called the ‘Museum of You’. You will be delivering outreach sessions at community venues across the city, co-ordinating exhibitions with partners (which are already in place) and delivering family activities at large scale, city-wide events – all building on the success of the recent “Capturing Cambridge” project.

This will include:

- Coordinating programming for the Museum of Cambridge including managing a team of engaged volunteers.
- Organising ambitious events and exhibitions that increase our visitor numbers and our engagement with all 14 wards in the city of Cambridge.
- Undertaking audience research projects to inform our planning.
- Designing and delivering marketing campaigns to guarantee effective engagement with our programming.
- Providing duty cover for the Museum as required to deliver events and provide excellent learning and engagement experiences for visitors and the community. This includes regular evening and weekend engagement work.
- Recruiting, training and supporting volunteers to assist with community engagement.

To Apply:

Please apply by emailing Louisa Trivett, Trustee with a CV and a covering letter detailing your suitability for the role. Louisa.trivett@museumofcambridge.org.uk

Deadline for applications is 12pm on 6th March 2020. We anticipate interviews will occur on 10 or 11 March 2020, to be confirmed by email after receipt of your application.

Main Duties:

- 1.1 To work with the other Museum staff and the Board of Trustees deliver engagement activity for the project according to agreed plans.
- 1.2 To organise and deliver workshops, talks, sessions, events, training and resources in conjunction with other Museum staff and the Trustees.
- 1.3 To support as duty cover to maximise partner and visitor access to museum events, increase visitor learning and community engagement. This will mean opening and closing the museum, dealing with visitors and Front of House Volunteers, and cashing up at the end of the day.
- 1.2 To support the creation of partnerships with organisations and individuals in local communities, groups, neighbourhoods and the wider museum sector.
- 1.5 To have responsibility for the recruitment, co-ordination, training and supervision of volunteers involved in community engagement.

Administration:

- 2.1 To be responsible for all administration involved in the development and delivery of the community engagement programme including writing grant reports to funders.
- 2.2 To monitor all relevant budgets relating to the community engagement programme.
- 2.3 To monitor and evaluate all activities in the community engagement programme and contribute to the evaluation of the project as a whole.

- 2.4 To ensure that adequate risk assessments are conducted for all of the Museum's community engagement activities.
- 2.5 To ensure that Health and Safety and Child and Vulnerable Adults policies and procedures are adhered to and to take responsibility for ensuring that the programme and facilities for young and vulnerable people meet all necessary legislative requirements.
- 2.7 To maintain a database of community contacts in liaison with other staff members.

Marketing and Audience Development

- 3.1 To write and develop all marketing material related to the community engagement programme liaising closely with Trustees. This will ensure excellent engagement with all 14 wards across the city of Cambridge.
- 3.2 To document all activities and supply information to be included in Museum newsletters and promotion.
- 3.3 To be proactive in the use of relevant social media tools.
- 3.4 To help the Museum to be an example of good practice in community engagement, historical research and skill development.

Strategic Development

- 4.1 To feed into the strategic vision for community engagement and programming
- 4.2 To contribute to the Museum's Learning Policy and Strategy in liaison with Trustees, staff and all other stakeholders.

General

- 5.1 To work together with all other Museum staff, volunteers and Trustees as a team.
- 5.2 To make all museum visitors feel welcome.
- 5.3 To provide relief cover on the Front of House desk when required.
- 5.4 To be a key holder.
- 5.5 To undertake any other duties as may be reasonably required by the Trustees.
- 5.6 To work flexibly as required. This will involve regular weekend and evening work. Time off in lieu will be given for pre-agreed hours worked outside of and above the core hours.
- 5.7 To carry out the responsibilities of the post with due regard at all times to the policies and procedures on health and safety, security, child protection, equality and diversity etc.
- 5.8 To provide their own administrative support.

Person specification

Requirement	Essential / Desirable
Educated to degree or equivalent qualification or experience.	D
Previous experience of a public facing or customer service focused role.	E
Experience of and enthusiasm for developing and delivering audience engagement programmes in a museums or heritage setting	D
Excellent interpersonal skills, including the ability to talk confidently to a wide range of people in groups or as individuals.	E
Experience of initiating and developing successful partnerships and collaborations	E
Experience of supervising volunteers	D
Experience of or demonstrable capability of financial and budget management	D
Knowledge of the legal issues around working with children and vulnerable adults	D
Knowledge of current practice and trends within community engagement	D
Excellent interpersonal skills with the ability to communicate clearly at all levels in writing and verbally	E
Confident managing own workloads and directing own activities, able to work well without supervision.	E
Working well as part of the team of staff, volunteers and trustees	E
Enthusiasm for social media and the ability to successfully use it to enhance the role.	D
Competence in IT skills	E
To be receptive and positive about change and to have a 'can do' attitude	E
Able to set and monitor own goals	E
Willingness to undertake DBS check	E
Ability to work flexibly across a 7-day rota, including regular weekends and evenings.	D

About The Museum of Cambridge

The Museum of Cambridge is an independent Trust and Company limited by guarantee, number 412205. Our Museum is one of only two independent museums in the city of Cambridge to operate as a registered charity, number 311309.

Our Museum is situated on the corner of Castle Street, in one of the oldest parts of the city of Cambridge. Formerly known as the Cambridge and County Folk Museum, we adopted the new name of Museum of Cambridge with the formal approval of the Friends of the Museum in February 2014.

Founded as a result of the hugely successful Festival of Olden Times held in the Cambridge Guildhall during 1933, Sir Cyril Fox declared our Museum open on 3 November 1936 at a ceremony attended by town and University dignitaries.

Our Mission

The Museum of Cambridge is a unique, historic space where visitors can discover and celebrate the social history and diverse stories of Cambridge and its surrounding areas.

We continue to preserve and interpret a dynamic collection to unlock the past for present and future generations. Connecting communities, we provide a sense of place, identity and heritage.

By building a resilient and sustainable organisation, we will:

- Create an enjoyable and engaging visitor experience for all our users, while also increasing our visitor numbers.
- Connect with and strengthen the bonds between the varied communities in Cambridge and surrounding areas.
- Contribute to local knowledge, understanding and skills, using the collection and other museum resources.
- Attract families, the broader local community and visitors to the city.

Our Vision

The Museum of Cambridge: sharing stories from the ordinary to the extraordinary.

Our Visitor Experience

Visitors will enter our historic space, central to the story of Cambridge and its surroundings. They will discover the secrets and stories that have shaped life today, and will leave feeling they have explored the region in all its character.

Further Particulars

The Museum of Cambridge values diversity and is committed to equal opportunities.

The Museum of Cambridge has a responsibility to ensure that all employees are eligible to work in the UK. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. Offers of appointment will be subject to the receipt of satisfactory references.