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| JOB PROFILE |
| **JOB INFORMATION** |
| **Job Profile Name** | Heritage Officer: Community Engagement and Volunteering | **Location** | Trust |
| **Supervises ≥ 1 direct report** | [x]  Yes [ ]  No | **Position reports to** | Head of Heritage & Development |
| **Date Created** | December 2021 | **Overtime Eligible** | [ ]  Yes [x]  No |
| **Salary** | £23,000 pro rata (£\_\_\_ actual salary) | **Hours of Work** | 26 |
| **PURPOSE OF THE ROLE** |
| Working as part of the Heritage & Development Team, the Heritage Officer: Community Engagement and Volunteering, will support the development and operation of all areas linked to the interpretation of the Outstanding Universal Value of New Lanark World Heritage Site – with a particular focus on embedding community engagement in the work of New Lanark Trust, and growing the Trust’s volunteer programme.  |
| **KPI MEASURES** |
| 1. Engaged and supportive Heritage Volunteer team
2. Maintenance of ‘Volunteer Friendly’ status
3. Engaged and supportive residents, community & partners
4. Delivery of the Trust’s Community Engagement Strategy
5. Success in securing grants, sponsorship and meeting the Trust’s fundraising strategy as required
6. Successful delivery of projects within the World Heritage Site Management Plan - meets a need, funded, engages audiences, drives footfall, on time and in budget
7. Delivery & development evident in World Heritage Site Action Plan, Monitoring Indicator Report and periodic reports
8. Increased user access to collection alongside development & delivery of a Research Framework
9. Successful delivery of public programming across site and online
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| **DUTIES AND RESPONSIBILITIES** |
| Community Engagement and Outreach1. Assists with the development and deliver the New Lanark Trust Community Engagement Strategy
2. Supports the development and delivery of best practice audience and partner engagement
3. Engages with local and national organisations through talks, activities, and programmes
4. Supports effective engagement with New Lanark residents through communication and consultation
5. Helps to identify and attract new audiences to the World Heritage Site
6. Represent New Lanark Trust at relevant partnership meetings
7. Works with marketing to produce regular community newsletters

Volunteer Coordination1. Works with the wider Heritage and Marketing teams to recruit, induct, train and retain Heritage Volunteers for a number of roles
2. Promotes heritage volunteering and assists with the development and provision of volunteer services across the community by liaising with appropriate groups and organisations
3. Provides information, advice, and guidance to Heritage Volunteers regarding policy, training, further opportunities, and any issues surrounding their volunteer role
4. Undertakes all relevant volunteer administration, including recruitment and induction paperwork, expenses processing etc.
5. Provides appropriate reports, and other relevant data on e.g. service uptake,

World Heritage Site Co-ordination1. Management Plan Delivery – supports the coordination of the management and monitoring of the WHS in line with the UNESCO World Heritage Convention through driving forward, monitoring, reviewing, and reporting on delivery of the WHS Management Plan, and the Monitoring Indicator Report, in cooperation with key partners and stakeholders
2. Communication – promotes the Outstanding Universal Value (OUV) and public benefit of the WHS, increasing awareness and understanding among partners, stakeholders, and the public. Also represents the WHS and WH partners interests and promote best practice in the management of the WHS
3. Policies and Reporting – collates information for, and contributes to, formal reporting processes

Projects1. Supports the delivery of key strategic projects for the site including, but not limited to,: transport, welcome, interpretation of the site for public benefit

Fundraising1. Supports the development of funding applications, sponsorship programmes, and digital fundraising in support of the Trust’s fundraising strategy, and in line with the World Heritage Site Management Plan

Collections1. Supports the management of, and engagement with, the New Lanark collection and associated archive, and supports the training of collections volunteers

Learning and Education1. Supports the delivery of learning tours, workshops and activities, and supports the training of relevant staff and volunteers in the delivery of new and existing learning programmes

Other* 1. Stays abreast of sectoral developments within heritage, museums and related fields to ensure New Lanark’s continued best practice and development
	2. Supports the Visitor Experience operation when required
	3. Adheres to New Lanark Health & Safety Policy at all times and ensures awareness of the risk assessments, method statements, and training requirements relating to the role
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| **EXPERIENCE** |
| **Education Required** | 1. A relevant degree qualification in history / art history / museums studies etc. is desirable but not essential, as relevant experience in the field will be considered.
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| **Experience & Background**  | Essential1. Experience of engagement with diverse communities – ideally within the museums and heritage sector
2. Experience of working and engaging with external partners, local community groups, and cultural organisations
3. Experience of managing a volunteer programme, and volunteers – including recruitment, training, and ongoing support.
4. Creative flair and problem solving skills
5. Ability to work well in a team, and understand the importance of working cross teams; aware of the work of other teams and play an active part in communication and cooperation
6. Excellent written and oral communication skills with an ability to secure and collate information from different sources

Desirable1. Interest in, and knowledge of Lanark and wider South Lanarkshire area and communities
2. Knowledge and understanding of the Scottish Education system, current curricular thinking, and varied approaches to learning
3. Knowledge and understanding of World Heritage issues and policy
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| **Behavioural Competencies** |

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| Customer focus | Gains insights into customer needs. Identifies opportunities that benefit the customer. Builds and delivers solutions that meet customer expectations. Establishes and maintains effective customer relationships. |
| Collaborates | Works cooperatively with others across the organisation to achieve shared objectives. Represents own interests while being fair to others and their areas. Partners with others to get work done. Credits others for their contributions and accomplishments. Gains trust and support of others. |
| Develops talent | Places a high priority on developing others. Develops others through coaching, feedback, exposure and stretch assignments. Aligns employee career development goals with organisational objectives. Encourages people to accept developmental moves. |
| Drives engagement | Structures the work so it aligns with people's goals and motivators. Empowers others. Makes each person feel their contributions are important. Shows a clear connection between people's motivators and the organisational goals. |
| Manages ambiguity | Deals comfortably with the uncertainty of change. Effectively handles risk. Can decide and act without the total picture. Is calm and productive, even when things are up in the air. Deals constructively with problems that do not have clear solutions or outcome. |
| Situational adaptability | Picks up on situational cues and adjusts in the moment. Readily adapts personal, interpersonal and leadership behaviour. Understands that different situations may call for different approaches. Can act differently depending on the circumstances. |

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| **PHYSICAL REQUIREMENTS** |
| *The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* |
| **Strength Requirements** | [ ]  There are no lifting requirements for this position.[x]  This position requires the ability to lift and/or move up to 10 kgs with the following frequency: [x]  Regularly [ ]  Frequently [ ]  Occasionally[ ]  Other: Click here to enter text. |
| **Movement Requirements** | [x]  Standing for prolonged periods [ ]  Stooping [x]  Reaching[ ]  Climbing [ ]  Kneeling or crouching [x]  Handling[ ]  Balancing [ ]  Crawling [ ]  Feeling[ ]  Other: Click here to enter text. |
| **Auditory & Vision Requirements**  | [ ]  Working in a loud environment [x]  Working on a computer[ ]  Visually judge distances or read from a distance [x]  Speaking publicly[ ]  Other: Click here to enter text. |
| **Environmental Working Conditions** | [x]  Loud Noise [ ]  Extended hours working at a computer [ ]  Confined space [x]  Moving objects/equipment[ ]  Other: Click here to enter text. |
| **Equipment Used** | [x]  Computer [ ]  Forklift / pallet jack [ ]  Other:  |