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| Culture Coventry Logo RGB (2)**Culture Coventry** |
|  **JOB DESCRIPTION** |
| **Post Title:** | **Community Partnerships Programmer** |
| **Department:** | **Audience Engagement** |
| **Reports To:** | **Director of Audience Engagement** |
| **Job Purpose:** | * To develop strong community partnerships in order to develop co-curated activity and projects that will ensure a resilient and sustainable service for Coventry’s communities and support teams to create audience focused programming.
* To support the organisation to transform our services to be a cultural hub for the city that is reflective of the communities within the City.
* To be an ambassador of Culture Coventry’s vision through positive engagement with visitors, ensuring they gain a full appreciation and enjoyment of Coventry’s rich history through our collections.
* To work collectively and collaboratively with the local community, visitors, volunteers and other key stakeholders to ensure all our sites are key lifelong and creative learning establishments.
* To care for the collections at Culture Coventry’s sites and commit to ensuring they are displayed in ways that are engaging for our visitors.
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| **Primary Responsibilities:**  | **Building sustainable partnerships and programmes*** Contribute to the development of the strategic audience engagement policy in consultation with external and internal partners; liaising with local and regional community groups, third sector agencies, service providers, commissioners and service buyers.
* Build strong partnerships with community groups, third sector organisations and service providers to develop and deliver sustainable services, projects, activities and events to engage the diverse audiences of Coventry.
* Review current offer to identify opportunities for new creative programmes that are revenue generated based on the collections, exhibitions and services within the Trust portfolio.
* To build key partnerships with local commissioners, service buyers and stakeholders to develop sustainable streams of revenue.
* Work closely with the Audience Development Manager to ensure a co-ordinated approach to community engagement.

**Delivery of the HLF Community Engagement Activity Plan** * To be responsible for coordinating, promoting and delivering a community outreach programme at Coventry Transport Museum with a focus of working with hard to reach audiences in line with the Museum’s HLF Community Activity Plan.
* Develop community projects with particular target groups identified in the HLF Activity Plan and link to wider community engagement activity.

**Functional Responsibilities*** Maintain an up to date knowledge of best practice in Outreach and Community development work, in order to provide the best possible service.
* To support the development of the audience engagement programme to the highest standard, ensure that the organization is supported in achieving its equality and diversity strategy by supporting teams.
* Work to capture and maintain appropriate data to produce reports that can be used for future planning and development.
* Schedule, train and supervise sessional workers as and when the need arises, ensuring within delegated budgets.
* Work with relevant departments to identify appropriate access opportunities for formal and informal learning programming.
* Keep abreast of initiatives in the wider sector, engaging in specialists projects were necessary and appropriate; sharing and developing practice with team members and other colleagues.
* Represent the service through talks, and presentations for groups, conferences and network meetings.
* Ensure delivery to funding criteria and activity plans – monitoring processes in order to report to funding bodies, commissioners and stakeholders on a quarterly basis.
* In conjunction with the Marketing Department, produce material that supports the service offer, using available forms of media.
* Supervise students, volunteers, helpers and work experience placements as appropriate.
* To support the Director of Audience Engagement in investigating external funding, revenue or commissioning opportunities in order to maximise the funding opportunities for the service.
* To undertake training to ensure a best practice delivery of a quality service.
* To work to a delegated budget as directed by the Director of Audience Engagement.
* To demonstrate the Trust’s values and behaviours at all times to ensure we treat each other and our customers with dignity and care.
* To work collaboratively with colleagues across all sites to foster a professional and supportive environment that clearly shows we are united.
* To take pride and ownership in setting new standards and new ways of working that support and increase and build our resilience as business for the future.
* To support the delivery of the Trust’s financial objectives and growth agenda, by always looking at ways we can maximize opportunities to grow our audience and generate income.
* To put the customer at the heart of all decisions and actions, to ensure we deliver exceptional customer experience at all times.
* To represent Culture Coventry on all appropriate local, regional, national and international forums, workshops, events, reviews and consultations relevant to this post.
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| **Other Duties** | * At all times ensure that working practices are in line with the requirements of Culture Coventry’s Health and Safety Policy and generally seek to ensure the safety of Culture Coventry’s employees and visitors, including in the event of an emergency evacuation.
* To support the remainder of the Culture Coventry team when required for conferences, gallery openings and any other events over and above the normal day-to-day running of the museums ensuring that commercial opportunities are maximised.
* To actively engage with any special projects or builds and annual events / large public festivals that may occur from time to time over and above the normal day to day running of the museums ensuring that all commercial opportunities are maximised.
* Any other duties that fall within the scope and spirit of the post
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| **NB. The nature of the post may require a commitment to Culture Coventry Trust outside of normal working hours (e.g. weekends, evenings, Bank Holidays, etc.). Time-in-lieu will be granted for such hours worked.**Dependant on your role, a driving licence may be required to ensure the most efficient contact with external bodies and support Culture Coventry Trust’s external events policy. Post holders will be accountable for carrying out all the duties and responsibilities with due regard to the Charitable Trust’s Health and Safety and Equal Opportunities Policies.Duties, which include processing of any personal data, must be undertaken within the corporate data protection guidelines |
| **Please note**:* The **black wording** within this document details your individual role requirements and responsibilities, which you will be expected to demonstrate and achieve in the performance of your role.
* The **green wording** outlines core behaviours, requirements and responsibilities that are expected of all employees within the Trust. This has been included in all job descriptions to ensure that everyone shares a common purpose to ensure we achieve our vision and live our values.
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| **PERSON SPECIFICATION**Assessment for recruitment requirements and competencies |
| **Aptitudes / Skills / Abilities** | **Essential*** Excellent negotiation and interpersonal skills for establishing and maintaining positive relationships with project partners, stakeholders, service commissioners and community organisations or members.
* Excellent organisational, logistical and time management skills to manage complex projects to meet funder and organizational requirements.
* To plan, develop and deliver large scale events, activity and projects.
* To chair and manage meetings/sessions and to participate effectively within internal and external meetings
* Ability to collect and analyse raw data and produce reports.
* Self-motivated and able to work on own initiative as well as in a multi-partner team.
* Excellent written and spoken communication skills
* Ability to deliver results whilst under pressure
* Able to supervise and train sessional workers to deliver programmes, activities and projects
* Customer focused with the passion and ability to identify customer audiences, understand their specific requirements and place them at the heart of everything the Trust does.
* Good communication skills both face‐to‐face and in writing
* Self‐motivated with the ability to take the initiative
* A team player with an approachable manner
* Sensitive to the different cultural backgrounds of Coventry’s diverse communities and a commitment to equal opportunities practice both at work and with customers.
* A flexible approach to work with the willingness and ability to work outside standard hours on occasion.
* Good IT skills and proficiency in Microsoft Office applications
* Readiness to work with people and the ability to respond to differing needs, e.g. disabled, children, diverse cultures and differing levels of understanding

**Desired*** Demonstrable interest in and enthusiasm for the arts and heritage sector
* A background in a culture/ leisure type of environment
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| **Knowledge And Experience** | **Essential*** Knowledge of audience development and community engagement initiatives used as best practice in the heritage sector, in particular an understanding of the importance of Equality, Diversity & Inclusion (EDI) and its relevance to this post.
* Experience of developing and managing large scale projects, including project planning, monitoring, evaluation and measurement of outcomes.
* Experience of developing a high profile programme.
* Experience in community partnership in the form of co-curated projects
* Experience of coordinating and supervising people to deliver projects
* Experience in delivering a proactive and high level of customer experience

**Desired*** Identifying, generating & managing external funding
* Knowledge and understanding of the heritage or leisure sector
* Identifying, generating & managing external funding and or commissioned services.
* A good level of understanding of industrial history, coupled with a recognition of Coventry’s place in that history
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| **Education and qualifications** | **Essential*** Qualified to degree level or through a relevant professional body
* Evidence of GCSE Maths and English at Grade C or above

**Desired*** Evidence of formal training to suit this role and additional educational development would be an advantage
* Evidence of post formal educational development would be an advantage
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| **Special Requirements:** | * A willingness and ability to work occasional weekends and evenings
* This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure may be required prior to appointment.
* A clean driving license may be required dependent on your role to fulfill the requirements of the post
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