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| JOB DESCRIPTION |  |

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| **ROLE:** Community Engagement Officer  **LOCATION:** All  **RESPONSIBLE TO:** Communities and Learning Manager  **RESPONSIBILE FOR:** N/A | **CONTRACT:** Permanent  **WORKING HOURS:** 37  **SALARY:** Grade 5  20,661 – 25,951 per annum dependent on experience |
| **OVERALL PURPOSE AND OBJECTIVE OF THE ROLE:**  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.  *This position falls within a shared-services working arrangement and as such you will be required to carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company* | |
| **MAIN DUTIES AND RESPONSIBILITIES:-**   * 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 a strong partnership 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’s portfolio. * To build key partnerships with local commissioners, service buyers and stakeholders to develop sustainable streams of revenue. * Work closely with the Communities and Learning Manager to ensure a coordinated approach to community engagement. * Schedule, train and supervise sessional workers as and when the need arises, ensuring within delegated budgets.   **GENERAL RESPONSIBILITIES:-**   * To embrace and lead by example on the company’s key values; * Identify and review risks with your Line Manager as part of the organisational risk register; * Contribute to the ongoing review and development of the Trusts policies and procedures to support continuous improvement; * Ensure adherence to all Trust policies and procedures; * Ensure your teams comply with and understand all Health & Safety policies and requirements; * Support and input into the organisational digital strategy as required; * Identify and collaborate with potential key external stakeholders; * Identify fundraising or sponsorship opportunities and highlight these to your Line Manager; and * Ensure adherence to the GDPR in respect of all data collected and maintained. * To carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company. * To promote Equality and Diversity and ensure full compliance with Company policy. * To undertake other duties and provide short-term cover where necessary, as specified by Management, which are appropriate to your qualifications, experience and general level of your position. | |
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| PERSON SPECIFICATION | | | |  |
| **Criteria** | **Essential** | **Desirable** | **Evidence** |
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| Postgraduate Qualification in professional museum or heritage qualification. |  | X | Application |
| Experience in planning, developing and delivering large scale events, activity and projects. | 🗹 |  | Application/Personal Statement/Interview |
| Experience of developing commissionable community-based services |  | 🗹 | Personal Statement/Interview |
| Identifying, generating and managing external funding | 🗹 |  | Application/Personal Statement/Interview |
| Working knowledge of Equality and Diversity | 🗹 |  | Application/Personal Statement/Interview |
| Experience of working with communities within a heritage setting | 🗹 |  | Application/Personal Statement/Interview |
| Experience of supporting audience engagement strategies and policies | 🗹 |  | Application |
| Demonstrate an up to date knowledge and understanding best practice audience engagement | 🗹 |  | Application/Personal Statement/Interview |
| Competent in skills in IT | 🗹 |  | Application/Personal Statement/Interview |
| Strong communication and interpersonal skills. | 🗹 |  | Personal Statement/Interview |
| To collate and analyse data for report writing | 🗹 |  | Personal Statement/Interview |
| Excellent negotiation and interpersonal skills for establishing and maintaining positive relationships with project partners, stakeholders, service commissioners and community organisations or members. | 🗹 |  | Personal Statement/Interview |
| Excellent organisational, logistical and time management skills to manage complex projects to meet funder and organization requirements. | 🗹 |  | Application/Personal Statement/Interview |
| Self-motivated and able to work on own initiative as well as in a multi-partner team. | 🗹 |  | Application/Personal Statement/Interview |
| Ability to deliver results whilst under pressure | 🗹 |  | Application/Personal Statement/Interview |
| Readiness to help people and the ability to respond to differing needs e.g. disable, children, diverse cultures and differing levels of understanding. | 🗹 |  | Application/Personal Statement/Interview |

**Date Created:** July 2019

**Date Amended:**