

HERITAGE ENGAGEMENT OFFICER ROLE PROFILE

PURPOSE OF THE ROLE

Since 1859, the iconic Loughborough Bellfoundry, home to John Taylor & Co bellfounders, has cast more than 25,000 bells that are hung in churches, cathedrals, universities and public buildings in over 100 countries. However, the globally unique, purpose-built Victorian bellfoundry was at serious risk of being permanently lost without urgent repairs. The closure of the bellfoundry would be a huge loss to traditional craftsmanship, with a seismic impact on historic buildings around the world. Now, thanks to the £3.45m grant from the National Lottery Heritage Fund - and match-funding bringing the total to £5m - the site will be secured for the future and removed from the Heritage at Risk register.

This role is to help deliver an inspiring and engaging programme of activities which form part of the funded project “Taylor’s: saving the last major bellfoundry in Britain”. Working with the Museum Director, you will coordinate and administer all aspects of the delivery of the Activity Statement and ensure the required outputs are delivered on time, to budget and within the requirements of the National Heritage Lottery Fund.

RESPONSIBILITIES

- Assisting with the creation and delivery of learning and heritage engagement activities including a new schools offer
- Promoting events and the engagement programme via the project website and social media
- Coordinating the attraction and induction of a wide range of volunteers
- Assisting in the development of the volunteer engagement programme and providing support, guidance and training to volunteers when necessary
- Assisting with the commissioning of third parties to deliver the Activity Statement
- Contributing to the creative development of a fresh site-wide interpretation scheme
- Contributing to the management of the museum collections, archives and other heritage assets including the maintenance of up-to-date digital records
- Delivering the museum retail strategy
- Reporting progress of activities against the Delivery Statement to stakeholders when required

INTERACTIONS

This role is an outward-facing individual contributor role reporting to the Museum Director.

Interactions include:

- Project team comprising the Museum Director, external Project Coordinators, Design Team, Board of Trustees and Interpretation Specialists
- Volunteers
- Customers: school groups, fee-paying public, community groups
- Some limited interaction with John Taylor and Co which currently uses the site for the production of bells and related parts.

WORKING ARRANGEMENTS

- 18.75 hours a week (half time), to be worked between Monday and Friday at mutually convenient times to be agreed, with occasional early morning, evening or weekend work to support specific customer activities
- Fixed term contract until end of 2024 for the lifespan of the project
- The role is based at our museum in Loughborough but some homeworking is possible
- Full-time equivalent salary of £20,000 (pro-rata = £10,000 per annum), plus pension, annual leave and sick leave all above statutory minimums
- You must have the right to live and work in the UK
- 6 months' probation.

THE TYPE OF PERSON WE EXPECT WILL SUIT THIS ROLE

Technical knowledge and experience

- Educated to level 6 or equivalent is desired, with additional preference for a post-graduate qualification in a relevant subject such as heritage or museum studies
- Experience working with in community outreach or the heritage sector, either on a paid or voluntary basis
- Experience delivering community grant funded projects using project management concepts and techniques
- Experience managing and providing custodial care of archives and/or collections in a museum or heritage setting
- Experience providing customer service is advantageous
- Understanding promotions and marketing using social media and updating websites
- Experience managing volunteer groups is desirable

Skills and Behaviours

- Using initiative to work with minimum supervision
- Organising workload to meet deadlines and project plans
- Interacting with a range of people using clear, concise and diplomatic spoken English
- Operating tactfully and with integrity
- Collaborating with colleagues and stakeholders to achieve a common goal
- Able to represent the company in manner and appearance

Values and Motivators

- Passionate about working in the heritage industry and community engagement
- Cares about the quality of deliverables and the customer experience
- Cares about the company's reputation
- Interested in Churches and bells.