



Hartlebury Castle Preservation Trust Activities Officer Job Description and Person Specification

Job Title – Activities and Engagement Officer

Reporting to – Hartlebury Castle Preservation Trust nominated Director

Salary – £20,800 per annum, part time, (four days a week), fixed term position, HLF funded until June 2020, extension thereafter subject to overall site success and role sustainability.

Job Background

Hartlebury Castle Preservation Trust (HCPT) is a registered charity formed to preserve Hartlebury Castle (home to the Bishops of Worcester for more than a thousand years) for education, the use and enjoyment of everyone, and to preserve the 18th century Hurd Library within the Castle. In October 2014 the Trust was awarded £4.975m by the Heritage Lottery Fund. This support and grants from others enabled the Trust to purchase the Castle and Estate, undertake extensive restoration work and the site was opened to the public in the Spring of 2018.

Our aim is to make the wonderful stories of the Bishops and the Castle, as well as the Hurd Library, the Collections of the Museum and Castle and Gardens come alive and reach new audiences as part of our integrated visitor destination. We are working in partnership with Worcestershire Country Council (WCC) and Museums Worcestershire to achieve this. The visitor experience includes tours of the house and gardens, regular events and activities, a café and shop. The site is also to be developed further as a unique private functions venue.



Job Purpose

- To lead on the delivery of the project's Activity Plan, its targets and outcomes, working with other members of staff, volunteers and consultants.
- To be responsible for developing and leading on all community engagement and informal learning activity for HCPT, maximizing the value of Hartlebury Castle and all its heritage assets in line with the Activity Plan.
- To be responsible for ensuring the Trusts safeguarding code of practice is adhered to.
- To work with the Museums Worcestershire's members of staff responsible for the devising and delivery of formal learning programmes to schools at the site
- To maximise the opportunities for community engagement involving groups and individuals who hitherto have had no connection with Hartlebury Castle and increasing opportunities to learn about and participate in the heritage, with assistance from Museums Worcestershire staff.
- To lead on developing and co-ordinating ongoing work to enhance the interpretation of Hartlebury Castle and Gardens
- To lead on the care, curation and plan for the preservation of Trust items and assets that form part of the visitor experience
- To oversee the work of the part-time Volunteer Co-ordinator (fixed term appointment which will end in 2019) to ensure that there is sufficient volunteer capacity to deliver the programme and that volunteers participate and learn from the activities.
- To act as line manager to the part time Visitor Engagement Assistants to ensure effective rotas and organisation of the site during visitor open hours
- Alongside Museums Worcestershire, to deliver the site wide events programme in partnership with the private and voluntary sectors.
- To oversee the work of the evaluation consultant appointed to support the Activity Officer in meeting the project's evaluation aims.
- To be responsible for the overall presentation of the visitor experience on site ensuring high standards of customer care.



SCOPE OF ROLE

Budgets

- The business plan for Hartlebury Castle incorporates the Activity Plan budget and associated income targets. Excluding staff costs, the project budget for delivering activities for the remainder of the programme is in the region of £50k.
- The Director has primary responsibility for budgets, but the post holder will be responsible for managing the approved Activity Plan Action Plan budget and associated income targets to deliver the programme.

Direct reports/volunteer responsibility:

- Three direct reports; the part-time Volunteer Co-ordinator; (contract ending 2019) and two part time, casual Visitor Engagement Assistants
- Volunteers – average 150 people; and work experience placements, students, etc; giving direction and supervision.
- Plus, extensive management work with contractors, suppliers, consultants, artists and performers giving direction and supervision through project management and contracts management.

Nature of reporting relationship between post holder and line manager

- The post holder will report directly to the HCPT Trust Director at regular intervals.
- The post holder will be set targets and agree outcomes at the start of the appointment and at 1:1s and annual performance reviews.
- The post holder will deputise for the HCPT Director in the Director's absence and as required.
- The post holder will assist with the operations and the security of Hartlebury Castle as the Trust requires.



Internal Relationships

- HCPT Trustees and specialist support from Museums Worcestershire staff (e.g. in conservation, curatorial, learning services, fundraising, marketing) ensure HCPT policies and standards are implemented. Develop and maintain sound relationships with Hurd Library and Hurd Librarian.

External Relationships

- Develop and maintain sound relationships with local stakeholders including WCC, Wychavon District Council, Hartlebury Parish Council and the Friends of Hartlebury Castle.
- Key partner organisations e.g. Kidderminster College, Kidderminster Academy, Probation Trust, Wildlife Trust's and others as required.
- Funders and sponsors.
- Event organisers, artists, performers, designers, writers, researchers, teachers, university professionals, suppliers and contractors, venue managers, etc.



KEY ACCOUNTABILITIES

1. Programme delivery – devise, develop and deliver high quality annual programme of heritage and creative projects, exhibitions, events, cultural activities on site at Hartlebury Castle and as outreach across the region to engage and develop audiences and participants.	20%
2. Learning services delivery - devise, develop and deliver high quality informal learning services – public activities; workshops; tours; publications; learning ‘tool-kits’; and learning materials for visitors, stakeholder community groups, etc; to ensure coherent services to learning participants.	10%
3. Site-wide events programme – working in partnership with private and voluntary sector organisations deliver on the site wide events programme.	10%
4. Content and engagement of the programme – provide the lead and ensure that the programme is integrated to deliver high quality content in heritage including ecology ensuring the programme maximises community engagement in all activities.	10%
5. Staff and volunteer management – contribute to and lead on the recruitment, training, and development of visitor engagement staff and volunteers to provide an appropriately skilled and motivated workforce.	10%
6. Project Management and Evaluation – deliver projects on target and to budget; oversee (with support from the Director) all evaluation activities and data analysis	5%
7. Curation, collection care and interpretation – in line with the Trusts collections policy, manage and plan for the care and preservation of Trust items and integral existing interpretation and visitor experience.	10%
8. Budget management – plan, monitor and control the Activity Plan project budget to ensure value for money and to remain within annual budget limits.	5%
9. Income generation – undertake income generating activities within the programme to meet income targets, and increase earned income through the sale of tickets and publications, and, write and submit grant applications to support the programme.	10%
10. Customer Services – develop services to meet the diverse needs of customers in an inclusive way and maintain high quality standards.	10%
11. Any other duties reasonably requested by management	
12. Carry out all accountabilities in compliance with the Trust’s Policies and Procedures	



PERSON SPECIFICATION

Essential

- Educated to degree level, or equivalent, in a heritage or learning related subject
- Experience of staff management
- Experience of developing and delivering informal learning activities
- Minimum of two years recent experience within a heritage setting
- Experience of devising, developing and delivering successful community engagement programmes
- Experience of devising and delivering income generating activities
- Excellent written and interpersonal skills with the ability to communicate at all levels
- Experience of recruiting and managing a casual and volunteer workforce
- Experience of financial and budget management
- Strong IT skills

Desirable

- Experience of working with and delivering HLF Activity Plans and targets
- Experience of preparing grant applications
- Experience of curating / managing a significant collection in a museum or heritage environment
- Self-motivated, able to work on own initiative and as a team member
- Ability to work flexibly and prioritise a diverse workload
- Attention to detail
- Project management skills and experience
- Experience of audience research and activities evaluation including data collection and evaluation
- Experience of marketing, including devising and creating social media content

ADDITIONAL INFORMATION

- Hours of work:** This is a part time (four days per week) fixed term position, based at Hartlebury Castle. This will include regular weekend/evening working and flexibility will be required.
- Access to site:** It is desirable although not essential for the postholder to have access to their own transport and a full driving licence.
- Funding:** The post is part funded by the Heritage Lottery Fund

Equality and Diversity

The Trust has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand comply with and promote its policies in their work.

Health and Safety

The post holder shall ensure that the duties of the post are undertaken with due regard to the Trust's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at Work Act 1974 and all other relevant subordinate legislation.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Trust will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Trust must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to, safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at the Trust. The postholder will be subject to Disclosure and Barring Service (DBS) clearance.

How to apply -

Please send a covering letter, highlighting your relevant experience, along with a full CV and details of two referees (they will not be contacted without your permission) to

chair@hartleburycastle.com

All applications will be treated in the strictest confidence. Application closing date, 15th March 2019.

If you have any queries and questions about the job description or the Trust, please do let us know via this email address with contact details for us to get back to you.



LOTTERY FUNDED

