

Job Title:	Community Engagement Officer	Role Profile Number:	SBC_11922
Level:	Level 8	Insert Date Prepared:	August 2023
Directorate/Group:	Swindon Museums Service - Operations	Reporting to:	Learning & Engagement Manager

Job Purpose

To ensure that communities across Swindon Borough (in particular underserved audience groups) have the opportunity to engage with museum collections held at STEAM Museum of the Great Western Railway, Swindon Museum & Art Gallery and Lydiard House Museum to produce community led engagement programmes and exhibitions, which are collaborative, intersectional and use co-creation and co-curation techniques and work according to the highest professional standards.

Key Accountabilities

The post will work under the direction of the Learning & Engagement Manager and in conjunction with community curators across the Wessex Museums Partnership (Dorset Museum, Poole Museum, The Salisbury Museum and Wiltshire Museum) to deliver community engagement work with underserved audience groups across Swindon which are related to Swindon Museums Service’s collections, displays and buildings, wider sites and the histories of Swindon.

- As directed by the Learning & Engagement Manager, to undertake community engagement work at STEAM – Museum of the Great Western Railway, Lydiard House Museum and Swindon Museum & Art Gallery.
- Working under the direction of the Learning & Engagement Manager deliver a lively and varied programme of co-curated events and/or exhibitions at Swindon Museums Service venues.
- As directed by the Learning & Engagement Manager, develop and deliver a programme of co-produced events and/or exhibitions using Swindon Museums Service collections for display at community venues within Swindon.
- To support the Collections & Exhibitions Team as required on projects related to Swindon Museums’ collections and exhibitions programmes, leading on aspects of work related to community engagement.
- To support the Learning & Engagement Officers as required on projects related to Swindon Museums’

schools and families' engagement programmes, leading on aspects of work related to community engagement.

- To recruit, develop, support, motivate and manage relevant volunteers.
- Ensure that all community co-created events and/or exhibitions continue to meet customer expectations, proactively developing and delivering improvements where appropriate.
- Work as part of the Learning & Engagement Team to research and develop exhibition and interpretive programmes, publications, web site, events and other activities, to benefit learning and discovery, social inclusion and enjoyment for a wide range of market segments, ensuring they meet the aims and objectives within the Swindon Museums Forward Plan and the Wessex Museums NPO Plan.
- Manage and deliver an effective enquiry service to the public, museums sector, the media and other contacts, and act as a point of contact for all enquiries related to the museums' community programmes, including from the public, museums sector, the media and other contacts.
- Manage, maintain, develop and demonstrate the highest levels of integrity, sensitivity and confidentiality in working with community members, liaising with colleagues as appropriate, taking responsibility for obtaining appropriate permissions.
- Map the museums' communities and analyse this against current audience and local demographic data to gain a clear understanding of the needs to our communities and develop and deliver a programme of events such as lectures, talks, workshops and tours for a range of audiences, including those who cannot or do not visit Swindon Museums Service venues, which focus on our collections.
- Through an intersectional approach, build relationships with community groups and organisations in our localities to develop an understanding of community priorities and a network of contacts and work with volunteers to provide community groups' access Swindon Museums' collections.
- Recruit, train and supervise up to around 20 or 30 volunteers as agreed with the Learning & Engagement Manager.
- Identify and prioritise opportunities for community engagement which meet community needs and align to each of Swindon Museum's priorities defining and programming costed projects/activities.
- Work with the Learning & Engagement Manager and the Collections & Exhibitions Manager with the analysis of community and other feedback to benefit the continuous improvement of exhibition and other interpretative activities, as well as attract increase visitor numbers, across Swindon Museums Service.
- Assess all potential partnerships with local stakeholders and community groups to develop and deliver community engagement plans for each museum.
- Assess all potential community participatory activity, including consultation, co-creation / co-curation, programming and projects are aligned to funding criteria and activity plans for the Arts Council England.
- Work as directed by the Learning & Engagement Manager to develop and maintain the Wessex Museums'

Learning Exchange network, including sharing best practice, participating in training and development, developing common evaluation methodologies and joint funding proposals.

- Assess all potential external funding, revenue or commissioning opportunities in order to maximise the funding opportunities to support community engagement across Swindon Museums.
- Work as directed by the Learning & Engagement Manager to develop effective evaluation criteria and provide data on community engagement activity to inform reporting to Arts Council England and other funding bodies.
- Under the direction of the Learning & Engagement Manager, to champion community engagement, equality, diversity and inclusion, and support Swindon Museums Service to embed a community-focus in all aspects of museums operations, advocating and promoting Swindon Museums' work with communities and that of Wessex Museums' on a regional and national level.
- Ensure the appropriate storage, environmental control, conservation, safe operation and security of museum collections including handling collections, in line with best practice, national guidelines and standards.
- Undertake research into individual items within the Museums' collections, developing knowledge of the collections held across Swindon Museums Service, the STEAM and Lydiard House buildings and the histories of Swindon.
- As directed by the Learning & Engagement Manager, organise a programme of training for individuals involved in community engagement including staff, volunteers and freelancers.
- Ensure that all relevant paperwork and documentation is up to date and meets standards set out by Arts Council England Accreditation, Swindon Borough Council and Swindon Museums Service.
- As directed by the Collections & Exhibitions Manager, undertake regular review of risk assessments for relevant community engagement activities which are consistent with current legislations.
- As directed by the Learning & Engagement Manager, undertake regular community engagement which link to relevant strategies and policies for Swindon Museums and linking across the Wessex Museums Partnership.
- Keep up to date with the use of new media and digital technologies in order to engage target audiences.
- Support the development and delivery of Swindon Museums Service's social media channels, including blogs, Instagram/Twitter, Facebook, YouTube etc focussed on the Service's community engagement programmes.
- Support the creation of community engagement related marketing material, including press releases and leaflets, ensuring that information is passed to the New Media Marketing & Development Officer in a timely fashion.
- Monitoring on a day to day basis the Museums' community engagement budgets ensuring economic use of resources and value for money.

Supplementary Accountabilities

- Work as directed by the Learning & Engagement Manager to maintain Accreditation standards across Swindon Museums.
- To review (and where relevant develop) documentation relevant to Swindon Museums and the maintenance of NPO funding through the Wessex Museums Partnership.
- Undertake occasional weekend and evening duties as required.
- Ability to travel across the Borough for meetings. Ability to travel across Wiltshire & Dorset for meetings with Wessex Museums Partners.
- To participate in training and development and to undertake such other duties as may be required from time to time commensurate with the level of the post.

Knowledge & Experience

- Able to demonstrate significant experience of audience development and community engagement initiatives used as best practice in the heritage sector.
- Able to demonstrate previous experience of collections community consultation and engagement, including project planning, co-creation and delivery with community groups.
- Able to demonstrate expert knowledge of intersectional approaches to understanding underserved communities, their barriers to engagement and their needs, along with a strong understanding of Equality, Diversity & Inclusion (EDI) and the Equality Act and its relevance to this post.
- Knowledge of / interest in the histories of Swindon, the Great Western Railway, Social History, Industrial History, Archaeology, Art / History of Art or similar, alongside an interest in STEM subjects and their application within Swindon Museums community programmes.
- Significant understanding of good practice regarding Safeguarding, particularly in relation to adults at risk of harm and Health and Safety.
- Experience of working directly with protected characteristic groups / underserved communities through an intersectional approach, along with a proven ability to work with people from a range of backgrounds and experiences.
- Excellent oral communication, presentation, negotiation and interpersonal skills.
- Able to demonstrate good and effective ICT skills.
- Able to demonstrate good understanding of and knowledge of time management and planning skills, with a

good ability to prioritise and organise work.

- Able to demonstrate the ability to work well under pressure and deadlines and to keep calm under stressful situations.
- Able to demonstrate a good understanding of manual handling techniques.

Qualifications

- Degree or diploma in Museums, Heritage, History or similar qualification or considerable relevant experience.

Decision Making

- Community engagement delivery plans.
- Community exhibition delivery plans.
- Responsibility for volunteers involved in the delivery of community engagement activities, and for the development of volunteer activities.
- Day-to-day activities associated with the care and documentation of collections.
- Day-to-day relationships with key stakeholders and local groups.

Creativity and Innovation

- Ability to demonstrate a creative approach to community engagement activities especially those using objects and archive material.
- Ability to demonstrate an expert knowledge and understanding of specialist area.
- Ability to demonstrate a creative approach to and innovative skills in designing and delivering co-creation / co-curation activities.
- Ability to demonstrate a creative approach to own practice day to day to meet the individual needs of each individuals and groups participating in community engagement activities.

Job Scope

<u>Number and types of jobs managed</u> <ul style="list-style-type: none">• Volunteers	<u>Budget Holder Responsibility</u>	No
<u>Typical tasks supervised/allocated to others</u> <ul style="list-style-type: none">• Research, public and professional enquiries• basic collections management and care• basic collections documentation tasks• Basic display/art hanging activities	<u>Asset Responsibility</u>	No (responsibility for around £40 million of museum collections is held by the Collections & Exhibitions Manager)

Contacts and Relationships

- Is expected to have maintain and develop professional links and networks, including with external funding bodies.
- Is expected to engage with forums and partnerships across the museum sector locally, regionally and nationally.
- Is expected to be able to demonstrate excellent communication with elected members and senior managers within Swindon Museums and the Council.
- Is expected to be able to demonstrate excellent communication with a range of the full range of Swindon Museums clients and customers and other Swindon Museums team members, including volunteers and Friends.

Other Key Features of the role

- Working occasional weekend and evening duties to meet the demands of the year round programme and work flexibly around deadlines.
- In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work.
- You must also co-operate with the Council to enable it to comply with its statutory duties for Health and Safety. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your Manager of any hazardous situations or risks of which you are aware.

Employee Signature:	Print Name:
Date:	
Line Managers signature:	Print Name:
Date:	