

<b>Job Title:</b>	Community Engagement Officer	<b>Role Profile Number:</b>	SBC_11922
<b>Level:</b>	Level 8 (Advising and Enabling)		<b>Insert Date Prepared:</b> August 2023 (updated July 2024)
<b>Directorate/Group:</b>	Strategic Development	<b>Reporting to:</b>	Head of Strategic Place

**Job Purpose**

To ensure that communities across Swindon Borough (in particular underserved audience groups) have the opportunity to engage with our heritage and community assets 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 Head of Service:

- To deliver a lively and varied programme of co-curated events and/or exhibitions.
- To support the Learning & Engagement Officers as required on projects, leading on aspects of work related to community engagement.
- To recruit, develop, support, motivate and manage relevant volunteers.
- To ensure that all community co-created events and/or exhibitions meet customer expectations, proactively developing and delivering improvements where appropriate.
- 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.
- Manage and deliver an effective enquiry service to the public, the media and other contacts, and act as a point of contact for all enquiries related to community programmes.
- 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.

- Mapping of 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, including those who cannot or do not visit our community and heritage facilities.
- 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 to our community and heritage facilities.
- Identify and prioritise opportunities for community engagement which meet community needs.
- Assess all potential partnerships with local stakeholders and community groups to develop and deliver community engagement plans.
- Assess all potential community participatory activity, including consultation, co-creation / co-curation, programming and projects are aligned to funding criteria and activity plans for funding partners
- Work as directed by the Learning & Engagement Manager to develop effective evaluation criteria and provide data on community engagement activity to inform reporting to relevant funding bodies.
- To champion community engagement, equality, diversity and inclusion, advocating and promoting work with communities.
- 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 funding partners.
- Undertake regular review of risk assessments for relevant community engagement activities which are consistent with current legislation.
- 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 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.

### **Supplementary Accountabilities**

- To review (and where relevant develop) documentation required by funding partners.
- Undertake occasional weekend and evening duties as required.

- Ability to travel across the Borough for meetings.
- 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.
- 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 Swindon communities.
- 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 Planning, with demonstrable skills in community engagement. Similar qualifications or relevant compensatory experience will also be considered.

### **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**

<p><b><u>Number and types of jobs managed</u></b></p> <ul style="list-style-type: none"> <li>• Volunteers</li> </ul>	<p><b><u>Budget Holder Responsibility</u></b></p>	<p>Yes</p>
<p><b><u>Typical tasks supervised/allocated to others</u></b></p> <ul style="list-style-type: none"> <li>• Research, public and professional enquiries</li> <li>• basic collections management and care</li> <li>• basic collections documentation tasks</li> <li>• Basic display/art hanging activities</li> </ul>	<p><b><u>Asset Responsibility</u></b></p>	<p>No</p>

### **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.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers signature:</b>	Print Name:
<b>Date:</b>	