**Role title:** Community Engagement Co-ordinator

**Contract type :** Full-time, fixed-term 2 year post

**Salary:** £28,000 per annum

**Responsible to:** Operations Manager

**Working hours:** 37 hours a week Monday-Friday 9am-5pm. However, occasional evenings and weekends will be required.

**DBS:** Enhanced DBS required

**Role Summary**

Newport Minster has been awarded a grant from the National Lottery Heritage Fund (NLHF) in order to deliver the Newport Minster Redevelopment project. The Engagement Coordinator post will play a key role in delivering the NLHF Activity Plan.

**Job Purpose**

● To establish Newport Minster as a community hub, a centre for learning and a visitor destination

● To manage the volunteering programme, including the day-to-day supervision of volunteers, acting as a first point of contact and support, providing training and monitoring performance.

● To deliver the outcomes of the project Activity Plan and where required help to facilitate the Interpretation Plan

● To develop and run successful industry placement schemes at the Minster

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| **Key Responsibilities** |
| * Co-ordinate and manage a sustainable volunteer and student placement programme, and develop an accompanying comprehensive volunteering policy.
* Co-ordinate the day-to-day activities of volunteers and student placement programme and ensure sufficient volunteer cover to meet the projected new opening times for the Minster.
* Work with partner organisations to recruit volunteers from target groups.
* Develop a range of volunteering opportunities including micro-volunteering and corporate volunteering.
* Produce a volunteer handbook and deliver a suitable induction programme, in partnership with partner organisation
* Work with partner organisations to deliver a range of training opportunities for volunteers and student placement and support their progress at the Minster.
* Finalise the design of the activities outlined in the Activity Plan and deliver the plan successfully.
* Represent the Minster at outreach events both within the community and at formal education establishments.
* Take a proactive approach to improving the visitor experience, offering training and support to volunteers and implementing change where appropriate.
* Collate data and evaluate outcome so and write up evaluation reports in relation to community activities and informal learning opportunities.
* Maintain all display areas and interactives, taking overall responsibility for the appearance of interpretive elements
* Proactively promote the spaces within the Minster including the temporary exhibition area to community groups across the Island.
* Work with the Parish to schedule events and activities, process school bookings and community group bookings, and to manage the diary for the temporary exhibition space.
* Be the point of contact for community groups using the Minster, including supervising the space in the absence of volunteers.
* Work with external agencies (e.g. Cultural Consortium partners, Scouts and Duke of Edinburgh Award) to devise mutually beneficial volunteering tasks for young participants and help to facilitate these as necessary.
* Develop the offer for school visits including producing resources, and train volunteers to deliver education sessions.
* Develop the group travel/coach offer in cooperation with partners e.g. Shaping Newport and Visit Isle of Wight
* Use appropriate communications channels including social media to promote the Minster and advertise events and opportunities to a wide audience.
* Put in place communications channels with volunteers - enabling regular briefings on project developments, opportunities and discoveries.
* Work in partnership with the Parish to ensure that activities and events are respectful to their environment, and are not at odds with the ethos of the Parish and do not clash with religious ceremonies or events.
* Responsible for health and safety of all volunteers, and carrying out risk assessments for all activities.
* Manage the activity and events budget with the Treasurer
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**Key Relationships**

* + Staff team both lay and ordained
	+ Parochial Church Council and District Church Councils
	+ Wider church family
	+ Local community and local community leaders
	+ Safeguarding Officer
	+ Volunteers

**Safeguarding**

As a diocese, we are committed to safeguarding, safer recruiting practice and promoting the welfare of children, young people and vulnerable adults, and we expect all clergy, staff and volunteers to share this commitment. You will be required to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the diocesan allegations management procedure will be followed, alongside implementation of the disciplinary procedure as required.

You will need to undertake DBS checks at a level decided by the PCC and undertake appropriate safeguarding training.

**Person Specification (E – Essential, D – Desirable)**

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| **Skills and Competence** | * Experience of managing and training volunteers - E
* Experience in customer service and/or visitor services - E
* Experience of working in an arts or heritage setting - D
* Experience of working with communities and building relationships with local groups and organisations - E
* Experience of marketing activities and events - E
* Experience of planning and delivering informal activities and events for a range of audiences - E
* Experience of developing and delivering schools workshops, and associated resources - D
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| **Personal Attributes** | * Resilient - E
* Self-motivated and able to use own initiative - E
* Pro-active - E
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| **Knowledge of the sector** | * Knowledge of the heritage sector and issues surrounding working in historic buildings - D
* Knowledge of best practice in operations in the heritage sector - D
* Knowledge of the Heritage offer on the Isle of Wight - D
* Knowledge and understanding of Christian faith and/or the Church of England is advantageous but not essential - D
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| **Interpersonal skills** | * Excellent written and face-to-face communication - E
* Ability to build relationships with a range of stakeholders and community groups - E
* Awareness of equality and diversity issues and ability to adapt working style to people and groups from diverse backgrounds and cultures - E
* Good presentation skills - including public speaking - D
* Excellent customer service skills and the ability to build a rapport with people of all ages and backgrounds - E
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| **IT skills** | * Experience of using MS Office suite - E
* Familiar with the use of social media for marketing purposes - D
* Ability to edit and update a website - D
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| **Other** | * Strong awareness of Health and Safety issues - E
* Experience of issues around child protection and knowledge of Safeguarding procedures - E
* Understanding of GDPR - E
* Proven Administrative and organisational skills - E
* Willingness and ability to undertake evening and weekend work - E
* Awareness of visitor demographics and possible barriers to visiting - D
* To participate in reflective practice identifying your own personal development needs and seeking out interventions to enable those needs to be met – E
* Educated with at least C or Grade 5 in Math and English GCSE - E
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