

## Job Description and Person Specification

<b>Job title:</b>	Community Outreach Officer
<b>Location:</b>	Charlton House and the Collections' Centre Working across the Trust's sites and in the community
<b>Contract:</b>	June 2021 – 31 May 2022, 4 days a week (Fixed Term contract)
<b>Salary:</b>	£25,000 per annum (c£20,000 pro-rata)
<b>Reporting to:</b>	Head of Public Programming
<b>Responsible for:</b>	This post has no line management responsibility. However, the post-holder may supervise freelance staff and/or specialist providers involved in engagement initiatives.

### The Organisation

RGHT formed in May 2014 in partnership with the Royal Borough of Greenwich, to strengthen the management of important historic buildings and community assets in the Royal Borough. These include Charlton House and the Greenwich Heritage Centre. Our purpose is: to advance the education of the public in the history and heritage of the Royal Borough of Greenwich and surrounding area; to conserve the heritage assets in the Trust's care and ensure that these assets – buildings and landscape, collections and archives – and the history of the Royal Borough are shared with as many people as possible. Our regular activities include: learning and participation – formal and informal history and heritage learning activities (in reach and outreach); visitor services – free public access to our Heritage Centre and Charlton House, exhibitions and events; care of heritage assets – working with partners to manage the assets in our care; and working with volunteers.

### Background to post:

This post is to strengthen the Trust's capacity to engage local communities in the history and heritage of the Royal Borough of Greenwich and surrounding area. It is to manage a year-long project funded by the National Lottery Heritage Fund: *Meet the Collection*.

Greenwich has a very diverse community where 90 languages are spoken. This role will involve taking programs into the community, to allow access to our Collection and stories. Part of this role will also be to develop initiatives and run workshops, to enable people to share their experiences of living through the Covid-19 pandemic and collect these stories for our archive. This role will explore developing on-line engagement, to support the outreach programme.

The post holder will work alongside the Trust's teams of staff and volunteers and with local community groups, our existing and new audiences and participants

## Key Responsibilities

- To play a leading role in audience development and engagement at the Trust
- To broaden the range of audiences accessing RGHT's public programme
- To develop new activities to extend our public programme and grow and diversify our audiences
- To understand social media and developments of new methods of on-line public engagement, and to create online experiences
- To deliver object handling sessions and programmes in the community
- To develop and maintain sustainable partnerships with local community groups, involving them in planning new activities
- To develop and train community group leaders to run projects for their groups using the Trust's collections and spaces
- To recruit, induct and train new volunteers to help deliver our public programme
- To support and supervise volunteers once in post
- To network and market effectively to ensure strong attendance at activities and events
- To record feedback from events in innovative and creative ways to inform the future developing of the Trust
- To ensure the programme meets the needs and interests of disabled and culturally diverse audiences
- Any other reasonable duties as requested by the Trust

## Skills, experience, knowledge and other requirements

The successful candidate will have the following experience, skills and competencies:

### Essential

- Proven experience in engaging a range of community audiences in high-quality learning programmes
- Experience of running community panels or other consultative community forums
- Experience of delivering community programs for a range of ages

- An appreciation for, and understanding of, the diverse nature of families and community groups in our Borough and the need to be sensitive to different needs, interests and beliefs
- Proven experience of sustaining effective partnerships with local community organisations.
- Excellent verbal and written skills, to communicate effectively with diverse groups
- Ability to work successfully as part of a team and on own initiative
- Ability to prioritise own workload to meet deadlines
- Computer literacy, with excellent knowledge of MS Word, Excel and Outlook
- A flexible approach to work
- Commitment to the Trust's Equal Opportunities policy

#### Desirable

- Good understanding of social media and the development of online engagement tools
- Experience in cultural heritage or arts organisation

#### Security

A security check will be carried out with the Disclosure and Barring Service for this post at Enhanced level.