

## Short-term CRF Project Support Officer

**FT/close to FT £25k (pro rata), January start to end March 21**

**Applications to deliver on a Freelance basis welcomed**

The Museum of Royal Worcester (MoRW) is an independent museum and charitable trust looking after and making accessible the largest collection of Worcester porcelain in the world and the important factory archive in the place where it was made. It cares for and engages people with more than 250 years of porcelain skill, design and innovation that has travelled all over the globe. The Museum is located in historic premises adjacent to the regenerated Royal Porcelain Works complex and minutes from the centre of Worcester and the River Severn.

In 2020 the Museum successfully achieved Cultural Recovery Grant emergency funding to support recovery from Covid-19 and deliver new engagement and income generation projects for future resilience. To assist the successful delivery of the CRF projects the Museum is looking for a **short-term CRF Project Officer to start as soon as possible** and work full-time or close to full-time until the **end of March 2021**. There is a possibility of temporary extension and/or continuing part-time/casual opportunities beyond this.

**The key projects the Museum is delivering as part of the CRF funding are:**

- Setting up and opening a Ceramic café space in the Museum including installation of a kiln where paint-a-pot and other drop-in self-led creative activities and facilitated workshops can take place, and initial programme planning for the space
- Realising a Pop-up Museum gazebo that can engage people beyond the Museum and commissioning artists/educationalists to develop creative activities for the Pop-up, inspired by our collections, that staff and volunteers can be trained to deliver
- Website redesign and content creation/translation from existing site
- Museum Shop retail consultancy to review and develop retail offering

This is an exciting opportunity to work with a unique and important heritage venue and collection on some innovative flagship projects that will transform how the Museum engages with audiences. We're looking for someone dynamic and creative who can support senior staff on the successful delivery of new projects at a crucial time for the organisation, ensuring they are realised on time, on budget and achieving the key objectives. The MoRW has a small passionate team and suits individuals with energy, enthusiasm and a collaborative approach.

Museum of Royal Worcester Severn Street Worcester WR1 2ND  
T: 01905 21247 F: 01905 617 807 info@museumofroyalworchester.org www.museumofroyalworchester.org

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Dyson Perrins Museum Trust Registered Charity No. 223753 VAT No. 275 4603 49

# Museum of Royal Worcester



MUSEUM OF  
ROYAL  
WORCESTER

## Job Description and Person Specification

This short-term role needs a proactive, organised self-starter who can hit the ground running and undertake a wide range of project development, planning and delivery tasks from desk-based to hands-on practical and public-facing. You will need to manage priorities across different strands of work and flex in a fast-paced and changing environment. The ability to build good working relationships quickly with staff, volunteers and external partners will be essential. The successful appointee will work closely with the Museum Director and our Development Manager to enable delivery of the CRF grant and associated monitoring, reporting and evaluation. The role could encompass varied tasks across all the projects, depending on skillset, or be focussed on areas of strength, releasing senior staff to other elements of the programme.

The projects are designed with creativity, innovation and public engagement at their heart and we are looking for a track record of community engagement and high-quality creative delivery in the arts, heritage or museum sectors. You should have experience of working with artists and/or creative educators to develop and deliver engagement projects or programmes; a background of engaging diverse people with art or heritage collections would be an advantage. A design sensibility and an ability to make spaces and settings look attractive will be valued, alongside practical hands-on experience of getting learning activities running safely. You will work closely with our Collections person on building collections themes and content into the projects, and support and train front-of-house staff and volunteers to be ready to support the operation of the Ceramic Café and Pop-up Museum.

The role is flexible though some core working days may be agreed to ensure business needs of the organisation and project are met. The Museum is a Covid-secure workplace and the team operate a flexible mix of working from home with working on-site according to role and venue requirements and capacity. Some evening and weekend work is likely to be required as part of the role and flexible working or Time Off in Lieu will be agreed where required.

**To apply, please email a CV and covering letter to the Museum's HR Consultant Deirdre Myers at [deirdre@mh-humanresources.co.uk](mailto:deirdre@mh-humanresources.co.uk).**

**Closing date: 9AM Wednesday 6<sup>th</sup> January**

**Interviews will be held on Tuesday 11<sup>th</sup> January, in person or on zoom**

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## JOB DESCRIPTION

### Overall purpose of role

To support and enable the Museum's delivery of the CRF grant projects to ensure that the benefit of this investment is fully realised and key objectives are met

### Key tasks and responsibilities

- Manage and deliver allocated project tasks in line with budget, contract and funder requirements and meet all outputs, outcomes and milestones
- Assist in the creation and management of project plans and timelines to ensure delivery deadlines are met and enable progress to be tracked
- Manage and undertake equipment and services procurement and installation, creative commissioning and activity programming including safe procedures for projects
- Liaise with curatorial staff, former workers and porcelain experts to integrate collections themes, processes and objects into both physical and programme outputs
- Brief, commission, manage and enable artists'/educators' involvement in project delivery to ensure creative, high quality and safe activity programming
- Support, train and manage interns, apprentices, staff and volunteers to enable their ongoing delivery support for new facilities of Ceramic Café and Pop-up Museum
- Support the Museum team to integrate new project facilities and activities into the MoRW programme and future planning
- To support project marketing and communications including digital and social media, liaising with the Development Manager to create and implement marketing plans
- Create and maintain comprehensive project documentation including financial records to monitor project budgets
- Measure and evaluate project delivery and performance using appropriate KPIs, systems and techniques, reporting and escalating matters to senior management as needed

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- Undertake risk assessment and risk management for all activities from delivery stage through to future use and programming, putting safe procedures in place
- Work with the Museum Director and Development Manager to manage relationships with key partners and stakeholders
- Establish and maintain relationships with consultants and third parties, upholding the values and interests of the Museum
- Ensure all data and information relating to the project is stored in accordance with GDPR and company policy and procedures
- To be familiar with and implement the Museum's Customer Service, Equal Opportunities, Safeguarding, and Health and Safety policies
- To undertake training and development considered necessary for the better execution of the duties of the role
- Any other duties as may reasonably be required by senior management and trustees.

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**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A good standard of education, including GCSE Grade C or above in Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• Project management qualification or equivalent experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience and successful track record of managing all aspects of projects: creative development, practical delivery, promotion and administrative</li> <li>• Experience of developing and delivering artistic and/or educational activity programmes for diverse audiences</li> <li>• A strong background of working in a busy dynamic environment to tight deadlines</li> <li>• Experience of stakeholder and partner relationship management</li> <li>• Experience of monitoring funder requirements and evaluating funded activity</li> <li>• Experience of risk assessment and managing Health and Safety in creative hands-on delivery settings</li> <li>• Experience of working with and managing volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of arts/ heritage education and/or outreach</li> <li>• Experience of managing artists/ creative commissioning</li> <li>• Experience of creative engagement with collections/archives</li> <li>• Experience of technical installation/management of spaces or arts activity, eg. workshop spaces, arts equipment</li> <li>• Experience of creative ceramic activities/ making processes</li> <li>• Experience of using communications, including social media to promote activities and reach audiences</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent project management, prioritisation and administration skills</li> <li>• Excellent organisational skills, able to plan and manage own workload</li> <li>• Persuasive communicator with strong interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the arts, heritage and museum sector</li> <li>• Knowledge of ceramic history and/or processes</li> <li>• Practical art, design or craft skills</li> </ul>

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	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Strong general ICT skills, working knowledge of MS Office and confidence in using social media platforms</li> <li>• Knowledge of Health and Safety requirements and protocols</li> <li>• Knowledge of safeguarding issues and procedures</li> <li>• A good understanding of GDPR and data protection issues</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of local creative and craft sector</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Highly motivated and organised</li> <li>• Creative and hands on – able to turn ideas into reality</li> <li>• Agile multi-tasker, able to flex with changing circumstances and priorities</li> <li>• Confident and open to ideas, able to enthuse others</li> <li>• Good teamworker, able to support and develop others</li> <li>• An enthusiastic and positive attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in local history and heritage</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• A commitment to promoting diversity and inclusion through arts and engagement activities</li> </ul>	<ul style="list-style-type: none"> <li>• Holding a network of contacts in relevant sectors</li> </ul>