

Community Outreach and Engagement Officer

0.8 FTE up to £20k (pro rata to £25k FT), Fixed-term 8-month post to Dec 21

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 2021 the Museum has achieved support from the Postcode Community Trust to deliver **community engagement and outreach** through our **Pop-up Museum project**. To develop and deliver this new facility to reach audiences beyond the Museum venue we are looking for a **30hrs/wk project officer able to start during April 2021** and see this initial 8-month phase of the Pop-up Museum through until December 2021. This is envisaged as an ongoing audience development project for the Museum and follow-on support to build on this work will be sought during the year.

The Pop-up Museum aims to provide an alternative to the traditional museum experience and reach people beyond our threshold, including those who may experience barriers to visiting us. It will offer a range of creative and inspiring activities that engage children and adults with our collections' themes of ceramic processes and materials, social, food and design history. It will take the form of a Museum-branded gazebo that can travel to outdoor and indoor settings from street markets to care homes with staff and trained volunteers facilitating hands-on ceramic and craft activities, and food and drink experiences - painting a pot and tasting different teas for example. Some activities will be developed using regional artists to draw on the collections with imagination and fun.

This is an exciting opportunity to work with a unique and important heritage venue and collection on an innovative flagship project that will transform how the Museum engages with audiences. We're looking for someone hands-on and creative with a background in community arts/creative education who can drive forward our local audience development goals. 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

"Royal Worcester" and the C51 crown device are registered by and used under kind permission from Portmeirion Group UK Ltd to whom all rights are reserved.

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 project is designed with creativity, innovation and public engagement at its 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 partnership development and building trust with grassroots organisations. Past experience of working with artists and/or creative educators to develop and deliver engagement projects or programmes would be beneficial. As would a background of engaging diverse people with art or heritage collections. You'll need practical hands-on experience of getting creative activities running safely. You will work closely with our Collections person on building collections themes and content into the sessions, and support and train front-of-house staff and volunteers to facilitate and assist delivery of Pop-up Museum activities. You will be able and enthusiastic about advocating for and promoting the Pop-up Museum to achieve maximum impact and reach. Understanding and building the commercial dimension of this facility for audiences who can afford to support the Museum's work will be part of sustaining this outreach activity into the future.

You might have worked as a museum or heritage engagement or learning officer, in a community arts or creative outreach role.

The role is flexible though some core working days/hours will 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.

Closing date: 5PM Monday 8th March

Interviews will be held on Tuesday 23rd March, in person or on zoom

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

"Royal Worcester" and the C51 crown device are registered by and used under kind permission from Portmeirion Group UK
Ltd to whom all rights are reserved.

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

JOB DESCRIPTION

Overall purpose of role

To support and enable the delivery of the Pop-up Museum project, ensuring that the benefit of this investment is fully realised and key Museum and funder objectives are met. Also to broadly support the Museum's audience development and engagement strategy and delivery.

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
- To take the lead on planning, organising and delivering the Pop-up Museum programme to reach new and diverse audiences aligned with the Museum's overall strategy, including workshops, demonstrations, experiences, events, outdoor markets and festivals, schools and community outreach sessions
- Physical transport and setting up of the gazebo structure/internal stand as appropriate to setting, organising volunteer support for these logistics
- To actively build partnerships with organisations and individuals in local communities, relevant networks and agencies to facilitate outreach and involvement with the Museum
- 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
- To develop and evaluate learning, engagement and creative consultation resources that meet the needs of audiences and promote active learning
- Support, train and manage interns, apprentices, staff and volunteers to enable ongoing delivery support for activities and events via the Pop-up Museum and in the venue
- Work with the Museum Director and Development Manager to manage relationships with key partners and stakeholders

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

"Royal Worcester" and the C51 crown device are registered by and used under kind permission from Portmeirion Group UK Ltd to whom all rights are reserved.

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

Job Description and Person Specification

- Support the Museum team to integrate new project facilities and activities into the MoRW programme and future planning and feed into strategic planning for audience and volunteer development and engagement
- 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 attendance and 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
- Undertake risk assessment and risk management for all activities from delivery stage through to future use and programming, putting safe procedures in place
- Ensure that policies and procedures for safe working with children and vulnerable adults meeting all legislative requirements are in place and adhered to
- 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.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> A good standard of education, including GCSE Grade C or above in Maths and English 	<ul style="list-style-type: none"> Project management qualification or equivalent experience
Experience	<ul style="list-style-type: none"> Experience and successful track record of developing and delivering community engagement/ learning programmes Experience of engaging diverse audiences with arts/ heritage and/or museum collections A strong background of working in a busy dynamic environment to tight deadlines Experience of initiating and developing successful community/ grassroots partnerships and collaborations Experience of monitoring funder requirements and evaluating funded activity Experience of risk assessment and managing Health and Safety in creative hands-on delivery settings Experience of recruiting, working with and managing volunteers 	<ul style="list-style-type: none"> Experience of managing artists/ creative commissioning Experience of creative engagement with collections/archives Experience of delivering schools engagement/ learning Experience of technical installation/management of spaces or arts activity, eg. workshop spaces, arts equipment Experience of creative ceramic activities/ making processes Experience of using communications, including social media to promote activities and reach audiences
Skills and knowledge	<ul style="list-style-type: none"> Persuasive communicator with strong interpersonal skills Excellent verbal and written communication skills An understanding of the arts, heritage and museum sector 	<ul style="list-style-type: none"> Knowledge of local community Knowledge of National Curriculum and structuring sessions for learning outcomes

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

“Royal Worcester” and the C51 crown device are registered by and used under kind permission from Portmeirion Group UK Ltd to whom all rights are reserved.

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



Job Description and Person Specification

	<ul style="list-style-type: none"> • Knowledge of current practice /trends in audience engagement • Good project management, prioritisation and administration skills • Excellent organisational skills, able to plan and manage own workload • Strong general ICT skills, working knowledge of MS Office and confidence in using social media platforms • Knowledge of Health and Safety requirements and protocols • Knowledge of safeguarding issues and procedures • A good understanding of GDPR and data protection issues 	<ul style="list-style-type: none"> • Knowledge of the learning sector locally • Knowledge of ceramic history and/or processes • Practical art, design or craft skills
Personal attributes	<ul style="list-style-type: none"> • Highly motivated and organised • Creative and hands on – able to turn ideas into reality • Agile multi-tasker, able to flex with changing circumstances and priorities • Confident and open to ideas, able to enthuse others • Good teamworker, able to support and develop others • An enthusiastic and positive attitude 	<ul style="list-style-type: none"> • Interest in local history and heritage
Other	<ul style="list-style-type: none"> • A commitment to promoting diversity and inclusion through arts and engagement activities • Ability to work flexibly including weekends and evenings 	<ul style="list-style-type: none"> • Holding a network of contacts in relevant sectors