



EUROPEAN UNION
Investing in Your Future
European Regional
Development Fund 2007-13



LOTTERY FUNDED

Job Description

Position:	Heritage Outreach Manager
Post Reference No.:	RMLT000036
Grade:	7:8
Responsible to:	Glasshouse College Principal
Location:	The Glasshouse College site, Stourbridge.
Hours:	Part-time (based on 32 hours per week). Initial contract will be up to 31 July 2019. Monday-to-Saturday (five day working pattern to include 1 in 4 Saturdays). Working pattern may include some additional weekend and Bank Holiday working when required.

Job Purpose

- Be responsible for the development and implementation of the outstanding elements of the Glasshouse Development Project Phase 3 Activity Plan by 31 July 2019
- Assist with the care, presentation and daily running of the Glasshouse Heritage Centre and the Heritage Interpretation Centre in the new reception building (GH5)
- Recruit and coordinate volunteers to help deliver the Phase 3 Activity Plan
- Work with Glasshouse College staff and students in helping to develop work experience opportunities for Glasshouse College students within the scope of the Phase 3 Activity Plan
- To work on a regular basis with students.

Corporate Contribution

The post-holder will be expected to contribute as required and uphold the aims, objectives and commitments of Ruskin Mill Land Trust.

The post holder will be expected to complement the operation of the Glasshouse Heritage Centre and to further develop the success of that centre, integrating it into the community, the College, the Glasshouse Arts Centre, the Ruskin Glass Centre and other visitor attractions and heritage sites in the area.

Main Duties

1. Work with staff from Ruskin Mill Land Trust and the Heritage Interpretation Consultant in reviewing and identifying the outstanding elements of the Glasshouse Development Project Phase 3 Activity Plan.
2. Work with Glasshouse based staff and volunteers to implement the Glasshouse Development Project Phase 3 Activity Plan before the Project ends on 31 July 2019.
3. Work with the relevant staff to manage, promote and care for the heritage of the Glasshouse site including management of the Glasshouse Heritage Centre and the new Heritage Interpretation Centre in the Reception Centre (GH5), ensuring that the heritage facilities are well presented to visitors and are integrated with the other activities on the Glasshouse site and in the surrounding area.
4. Maximise the opportunities for community engagement involving groups and individuals who hitherto have had no connection with the Glasshouse, and increase opportunities to learn about and participate in the site's heritage.
5. Work with the designer of the existing site interpretive displays, other consultants, staff and crafts people in developing the Heritage Interpretation Centre, including looking at further improvements to site-wide signage and promotion of temporary and permanent events.
6. Prepare an annual heritage-related Marketing Strategy in consultation with Glasshouse based staff, volunteers and Ruskin Glass Centre tenants including setting annual targets for visitor numbers, visitor income and outcomes. Compile and oversee visitor surveys and interpret their results. Provide an annual report on the success of the heritage activities.
7. Develop a volunteer recruitment strategy and assist in the recruitment, management, training, motivation and welfare of volunteers including Glasshouse College students, ensuring that volunteers participate and learn from the activities and students gain valuable work experience as part of their learning outcomes.
8. Co-ordinate access for staff and the public to the site during completion of the Phase 3 project.
9. Develop a schools programme in conjunction with other Glasshouse based staff.
10. Establish contacts with the local media including undertaking interviews and prepare press releases and publicity as required.
11. Organise/undertake talks on the heritage of the Glasshouse to outside organisations.
12. Organise/give guided tours to visitors.
13. Assist with the development of websites and the online presentation and access to material about the heritage of the site.
14. Provide good financial and general office administration to allow for the claiming of HLF grant funding towards the post and recording volunteer engagement and support. Monitor and report on the financial performance against the Activity Plan budget.

15. Work with fund-raising and other staff to prepare funding applications to support the Activity Plan and develop the work of the Glasshouse Heritage Centre.
16. Ensure that the Glasshouse Heritage Centre, Ruskin Glass Centre and Glasshouse Arts Centre are proactively marketed within the local and wider community.
17. Work with the site Reception Administrator on managing the booking of the new reception meeting space and the charging for the same.
18. Take responsibility for engaging with, and supporting, the next International Festival of Glass (IFOG) in 2019, ensuring that, where appropriate IFOG is used as an opportunity to deliver heritage related outcomes in line with the expectations of funders.
19. Developing opportunities for retail sales

General

1. To share the Trust's commitment for promoting and safeguarding the welfare of Glasshouse College students, Glass Centre tenants and visitors to the site.
2. To be responsible for promoting and safeguarding the welfare of students, children and vulnerable adults that you come into contact with.
3. To carry out the above duties in accordance with the Trust's Health and Safety Policy.
4. To actively support and promote equality and diversity throughout the Trust.
5. To work co-operatively with other staff within the Trust.
6. To work with students as and when required.
7. To comply with all the policies and procedures as contained in the booklet entitled "Ruskin Mill Trust - Student Protection Policies".
8. To maintain exemplary standards of professionalism, honesty and respect at all times, and not abuse the privilege of access to confidential information.
9. To be responsible for the care and development for your working area.
10. To attend meetings and supervision as required.
11. To undertake training and development as required by the Trust. To be committed to professional self-development, through participation in-service training as necessary for the successful carrying out the role.
12. To undertake work related continued professional development (CPD) as required by the post.

13. May, from time to time be required to work additional hours as shall be reasonably necessary to discharge properly your duties and responsibilities outlined in this job description.
14. To undertake any other duties appropriate to this level of post which will evolve as the job progresses until the job description is reviewed.

Staff Management and Supervision

This post has line management responsibility for the Social Enterprise Marketing and Tourism Officer and may be required to line manager other designated staff as required.

Liaison

To liaise with all staff employed by the Trust, professional bodies, external consultants, and any outside bodies as and when required.

Job Revision

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Where the post holder is disabled or becomes disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be given full consideration.

Person Specification / Training and Development Requirements

Position: Heritage Outreach Manager

The following are the criteria that will be used for Shortlisting

Experience, Knowledge and Skills:

- Be able to work Saturdays and Bank Holidays as required
- Experience of working in an education, heritage or other environment in performing a similar role
- Computer Literate in Microsoft Office applications, especially Outlook, Word and Excel.
- Experience of using social media
- Excellent interpersonal skills
- Numerate and with good report writing skills
- Well organised
- Good eye for detail
- Adaptable
- Shows Initiative

Once appointed, the post-holder must complete the following trainings and qualifications within the timescales set

Training or Qualification	Name	Timescales for completion	Length of programme
Qualifications / Training	Induction	Within first month of commencing role	2 weeks plus additional follow up
	Management of Actual and Potential Aggression	At first available opportunity	1 day
	PREVENT training	Within 1 week of commencing role	Online - about 1 hour
	Safeguarding - Internal Policies and Procedures	Within 3 months of commencing role	2 hours
	Equality and Diversity	Within 3 months of commencing role	2 hours