

## Ruskin Mill Land Trust (the Trust)

### Job Description

<b>Position:</b>	<b>Community Relationship Manager</b>
<b>Post Reference No:</b>	<b>RMLT000027</b>
<b>Field of Practice:</b>	<b>Transformative Leadership and Management (Field 7)</b>
<b>Grade:</b>	<b>9:10</b>
<b>Responsible to:</b>	<b>Deputy Principal</b>
<b>Location:</b>	<b>New Standards Works</b>
<b>Hours:</b>	<b>22.5 hours per week</b>

### Job Profile

This role will be developing and delivering an Audience Development programme which includes community outreach, formal and informal learning, and creative participatory projects for a wide range of ages and abilities. The post-holder will be creating a strong network of support for the project through building effective community and stakeholder partnerships. A large part of the role will be to manage a volunteer programme which encourages inclusivity and diversity, and supports operations at New Standard Works and delivery of the Activity Plan. The post-holder will need to do this to the satisfaction of the Heritage Lottery Fund, and to best meet the targets defined in the HLF grant agreement.

The post holder will be expected to work on a flexible basis to meet the demands of working within community settings and with communities. Some evening and weekend working will be required.

Students from Argent College, which operates from the New Standard Works, will be part of the volunteer team. Argent College is an independent specialist provider of further education for students with a range of learning differences and complex needs. The post holder will be expected to work on a regular basis with students.

You will work as a team with the Heritage Programme Manager to ensure the successful delivery of the whole Activity Plan. This will involve acting as Duty Manager in the Heritage Lounge on occasions.

The post holder will be the local external face of RMLT within communities and with key stakeholders and will be expected to embrace, articulate and work with the Trust's objectives, vision, values, purpose and method.

The post holder will be expected to travel on occasion between the Trust's sites, and to and from other places as the Trust may reasonably require.

The appointment of this post is subject to an enhanced DBS clearance.

### **Corporate Contribution**

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

### **Key roles and responsibilities are:**

#### **Building Partnerships:**

1. You will build a strong network with a wide range of stakeholder groups within the JQ and wider Ladywood and Soho wards with the aim of creating mutually beneficial projects and working relationships that benefit people through engagement in heritage activities
2. You will work in partnership with local organisations to offer opportunities for workplace experiences and volunteering which will increase employability skills within their client groups
3. You will work with Deaf, Disabled and Autistic communities, and the organisations that offer support to these groups, to ensure that the NSW and the JQ become more inclusive and accessible, with the NSW being at the centre of this work

#### **Management of Events and Activities:**

4. You will deliver the programme's outreach and Audience Development projects within the communities of Ladywood and Soho. These projects are designed to build confidence in RMT and the NSW, and create opportunities which bring local (non JQ) communities into the JQ to learn, engage and be inspired by its history and heritage
5. You will organise and manage on and off-site events and activities within the programme aimed at target community audiences, including managing resources to take bookings, risk assessing, production of marketing materials and distribution
6. You will recruit and manage contractors, freelance professionals and suppliers engaged in delivery of the Activity Plan
7. You will have a key role in the development and promotion of the project's use and potential as a life-long learning resource and with the advice and support of specialist/advisory staff and volunteers will work to develop and deliver the educational offering of the project with the aim of engaging as wide an audience as possible, including schools, community, youth, adult education and 'harder to reach' groups

#### **Volunteers:**

8. You will recruit, motivate, lead and be responsible for the management of New Standard Works volunteers, with active recruitment in Ladywood and Soho communities meeting all of the requirements of Ruskin Mill Land Trust

9. You will work with existing heritage partners and other HLF funded projects in the Jewellery Quarter to develop methods of sharing and developing both volunteers and skills within the Quarter. This area of work will grow over time, with increased responsibility for managing the wider JQ heritage volunteering programme by year four of the project
10. In line with requirements from Ruskin Mill Land Trust you will develop and deliver an induction programme and manage ongoing volunteer performance reviews to ensure each of our team members achieves agreed objectives
11. You will work with students from the college as part of their work placement
12. You will organise or deliver training to skill up volunteers and to equip them for their roles
13. You will put systems in place to review, recognise and retain volunteers

#### **Administration and Reporting:**

14. You will carry out your own administration tasks to include setting up and maintaining databases, writing briefs and commission documents, monitoring and analysis of visitor feedback. You will ensure compliance with Data Protection legislation and will work as required within systems devised by RMLT.
15. You will compile monthly reports for RMLT/RMT teams and progress reports for the HLF
16. You will have overall responsibility for all health, safety and environmental management within the context of projects and events that you run
17. You will monitor and evaluate the effectiveness of all projects and the volunteering programme to ensure all are delivered to a high standard
18. As the budget holder you will be responsible for setting, phasing, monitoring and reporting Activity Programme budgets.

#### **Marketing, Promotion, Social Media:**

19. You will target marketing of NSW and the events programme at a grass roots level to engage non-traditional heritage audiences and 'harder to reach' groups. You will market and promote events, activities and learning offers and get messages out across paid, owned, earned and borrowed media as appropriate
20. You will contribute content to the NSW website, especially to the blog to document projects and outcomes
21. You will be actively involved in tweeting and/or posting to facebook on a regular basis.

#### **General**

1. To share the Trust's commitment for promoting and safeguarding the welfare of students.

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 of the Trust 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 maintain a 'duty of candour' and to be open and honest at all times, ensuring that concerns are raised promptly through the appropriate management routes.
10. To deliver training or development opportunities as required.
11. To be responsible for the care and development for your working area.
12. To attend meetings and supervision as required.
13. To undertake training and development as required by the Trust and the Hiram Education and Research Team. To be committed to professional self-development, through participation in-service training as necessary for the successful carrying out the role.
14. To undertake work related continued professional development (CPD) as required by the post.
15. 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.
16. To undertake any other duties appropriate to this level of post which will evolve as the job progresses until the job description is reviewed.
17. The post holder will be expected to embrace, articulate and work with the Trust's objectives, vision, values, purpose and method, ensuring that the Trust's paradigm of biodynamic agriculture, Anthroposophical medicine and practical skills education, which is informed by Steiner Education, is maintained, implemented and integrated within your work with Argent College students.
18. The post holder is to contribute to the whole life of the College and Trust, always remembering that our core purpose is to improve the education and lives of the young people at the College.
19. The post holder will be expected to travel on an occasional basis between the Trust's sites, and to and from other places as the Trust may reasonably require.

20. Evening and weekend working will be required.

### **Staff Management and Supervision**

The Community Relationship Manager has direct line management responsibility for the volunteers that they recruit and may be required to supervise other 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.