

Ruskin Mill Land Trust (the Trust)

Job Description

Position:	Heritage Programme Manager
Post Reference No:	RMLT000028
Field of Practice:	Transformative Leadership and Management (Field 7)
Grade:	9:10
Responsible to:	Deputy Principal
Location:	New Standards Works
Hours:	37.5 hours per week

Job Profile

This role will oversee the day to day operations in the Heritage Lounge, develop and implement the exhibitions programme and coordinate daily activities and events. This includes supervising on-site heritage volunteers. You will do this to the satisfaction of the Heritage Lottery Fund, and to best meet the targets defined in the HLF grant agreement.

You will need creative flair, imagination and initiative and be an excellent communicator and 'people person'. You will have commitment to inclusivity and access and want to work in, and foster, an environment which is welcoming and engaging to all.

The Heritage Lounge will operate as an integral part of the New Standard Works which also includes Argent College (an independent specialist provider of further education for students with a range of learning differences and complex needs), the Hive Café & Bakery, the Rooftop Micro-farm and other areas yet to be developed. The post holder will be expected to work on a daily basis with students.

You will work as a team with the Community Relationship Manager to ensure the successful delivery of the whole Activity Plan.

The post holder 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.

Evening and weekend working may be required. The operating hours of the Heritage Lounge will be reviewed three months after opening. The post holder will be expected to work at least two out of four weekends for at least these first three months (after opening).

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:

Day to Day Operations of the Heritage Lounge:

1. You will be responsible for visitor experience, including leading exceptional standards of customer service and presentation.
2. You will act as Duty Manager during agreed core opening hours. There may also be occasional evening events, which will require a more flexible work pattern
3. You will lead and motivate a team of volunteers to operate the lounge and provide interpretation and information to visitors; you will encourage visitors to participate in hands-on, activities and interact with the displays and exhibits
4. You will prepare and monitor volunteer and staff rotas to ensure the smooth running of operations and events, including corporate hire
5. You will oversee the booking system 'diary' for tours, group visits, school groups and the community workshop
6. You will organise and manage on-site events and activities within the programme, including managing resources to take bookings, risk assessing, production of marketing materials and distribution
7. You will manage the delivery of all commercial targets (retail, ticket sales) for New Standard Works events
8. You will work on a daily basis with students.

Interpretation:

9. You will work with an Interpretation Consultant on the initial 'set up' for the Heritage Lounge ready for opening and implementation of the Interpretation Plan; this includes creating initial interpretative displays and exhibits, commissioning and managing artists and other freelance suppliers, resourcing objects for display and providing accessible labelling
10. You will work with Deaf volunteers to produce BSL introductory films for the heritage lounge and temporary exhibitions programme
11. You will work with research volunteers to develop new interpretation for the NSW, supervising all research activity

12. You will work with other JQ HLF-funded projects to develop engaging temporary exhibitions on traditional trades and contemporary crafts using research and oral histories gathered by volunteers. Each exhibition will also require some creative 'hands-on' activities for visitors of all ages
13. You will organise a talks programme of 'experts', interpreting different areas of JQ heritage
14. You will devise NSW heritage interpretation training to create live interpretation for visitors which is appropriate for different audiences.

Volunteers:

15. You will supervise on a day to day basis volunteers working within the Heritage Lounge as well as your team of exhibitions and researchers. This may include pupils from local schools on work experience placements. Management of the volunteer programme will be the responsibility of the Community Relationships Manager.
16. You will provide in house or organise training for heritage lounge volunteers in customer service, diversity and disability training and basic BSL.
17. You will work with students from the college as part of their work placement

Administration and Reporting:

18. 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.
19. You will compile monthly reports for RMLT/RMT teams and progress reports for the HLF
20. You will have overall responsibility for all health, safety and environmental management within the context of the heritage lounge
21. You will monitor and evaluate the effectiveness of all events and exhibitions to ensure all are delivered to a high standard
22. As the budget holder you will be responsible for setting, phasing, monitoring and reporting Activity Programme budgets.

Marketing, Promotion, Social Media:

23. You will oversee the development of content for the NSW website which will include uploading digital versions of the temporary exhibitions to create an on-line resource and legacy for the JQ. This may include content created by other HLF-funded projects in the area. You will contribute to the blog.
24. You will market and promote events, activities and learning offers and get messages out across paid, owned, earned and borrowed media
25. You will engage/network with tourist organisations with the aim of engaging as wide an audience as possible

26. 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 into your work practices 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 Heritage Programme Manager has direct supervisory 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.