

Ruskin Mill Land Trust (the Trust)

Job Description

Position:	Hive Heritage Assistant
Post Reference No:	RMLT00045
Field of Practice:	Transformative Leadership and Management (Field 7)
Grade:	6:7
Responsible to:	Operational Lead, Argent College
Location:	New Standards Works

Background

- Supporting the programme of activities and events which are run from Hive Heritage Centre in Birmingham's Jewellery Quarter.
- In 2017 a grant was made by the National Lottery Heritage Fund to the New Standard Works (a grade 2 listed former 'flatted' jewellery works). The grant has seen the creation of public facing heritage and craft spaces adjacent to the award-winning Hive Café, the restoration of the façade of the building and a 5-year programme of heritage and craft related activities which have continued throughout lockdown
- The Hive Heritage centre has developed out community consultation and has a continuing role to play in supporting individuals and groups within the local community including areas of significant deprivation which adjoin the Jewellery Quarter

Key roles and responsibilities are:

Operations

1. To be responsible for visitor experience, including leading exceptional standards of customer service and presentation.
2. To 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. To encourage visitors to participate in hands-on activities and interact with the displays and exhibits.
4. To oversee the booking system 'diary' for tours, group visits, school groups and the community workshop.
5. To support the organisation of on-site events and activities within the programme, including managing resources to take bookings, risk assessing, production of marketing materials and distribution.
6. To 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.
7. To work with students from the college as part of their work placement.
8. To manage the daily running of our newly developed retail area.

Marketing

1. To market and promote events, activities and learning offers and get messages out across paid, owned, earned and borrowed media.
2. To create visual and dynamic promotional materials for our exhibitions and community projects.
3. To engage/network with tourist organisations with the aim of engaging as wide an audience as possible.
4. To actively and regularly promote the work of The Hive and our partners by tweeting and/or posting to facebook/Instagram.
5. To ensure that the website is kept up-to-date with relevant content.

Exhibitions

To support the Exhibitions and Programme Manager with installations and takedowns.

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 cooperatively 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.

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

Staff Management and Supervision

The Hive Heritage Assistant has no direct line management responsibility but may be asked to coordinate volunteers on an ad hoc basis.

The post-holder will be line managed by the operational lead for Argent College but will be supervised by the Heritage Exhibitions and Programme Manager on a day-to-day basis.

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.