# Job description

Post title: Engagement Coordinator

Service area: Heritage

Grade: SO1 £37,575 - £38,769 (3 Days a Week pro-rata)

Reports to: Heritage Project Manager

Your team: Heritage

Number of supervisees: contractors and volunteers

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country– with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

‘Be Islington’ is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to ‘Be Islington’ – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering (‘CARE’).

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

* Ensuring our workforce is representative of the people we work on behalf of, our residents
* Creating equitable working environments and diverse teams
* Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
* Getting to know people and their differences
* Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
* Supporting people with long-term health conditions and/or disabilities
* Recognising the value of flexible working to support staff where possible

## Key responsibilities

**Background**

Balls Pond Road Cemetery is a Grade II Listed Building located in the ward of Mildmay in Islington. It has a vital role in the story of Reform Judaism in Britain. The site has been closed for 70 years which has led to a visible deterioration. Islington Heritage Service has been awarded a grant by the National Lottery Heritage Fund to undertake urgent restoration works to the site. In partnership with the owners of the site, the West London Synagogue, Islington Heritage Service will undertake specialist surveys and works to stabilise the site, to leave it in a condition where its needs are cared for and managed, making it accessible for longer term public access.

As part of this project, we wish to recruit an Engagement Coordinator who will work with residents and the wider community to work with a diverse audience and volunteer base. Development of this network will be supported by partnership work within the council, the West London Synagogue and community organisations in Mildmay. Audiences to engage with include but are not limited to:

* Primary school children and teachers from the neighbouring school
* Attendees of local organisations e.g. Mildmay Community Centre and Kehillah North London
* Residents of the surrounding social housing via Tenant Management Organisations
* West London Synagogue members
* Young people served by Islington’s Youth Justice Team

Islington Heritage Service works across the borough on a variety of projects in scope and size. The service is based in Islington Museum and Islington Local History Centre, both located on St John Street in Clerkenwell. Our other site includes Cally Clock Tower Centre in the west of the borough. Together they hold over 150,000 artefacts related to the history of this north London borough. Islington is well known for its radical social and political heritage, and Balls Pond Road Cemetery has its own rich history as the final resting place for many pioneering people who wished to practice their faith in a new tradition. Islington Council uses heritage to help deliver solutions for identified local needs in the borough which include isolation, a divided community and a lack of opportunity.

Key target audiences for the Heritage Service include:

* Families
* Those at risk of isolation
* Those who are underrepresented in museums
* Local communities who see the benefits of heritage assets in their areas

**Engagement Coordinator Duties and Responsibilities**

The main role of the Engagement Coordinator is to lead on the public engagement aspect of the project, to develop a network of volunteers and public access opportunities and to lead on the engagement activities outlined in the Approved Purposes of the grant from the National Lottery Heritage Fund. This includes 30 engagement and volunteering objectives. The duties of the Engagement Coordinator include:

* To work productively with community partners to increase the knowledge and awareness of the site and the project, building sustained audiences whose vital contributions will work to achieve the project outcomes
* Open days: 5 open days interpreting survey outputs (e.g., conservation demonstrations, species counts, and heritage tours)
* Pilot programming: 10 events testing content and managed opening logistics. Includes STEM workshops, heritage talks, creative workshops, and nature walks
* Interpretation: cross-generational project linking members of the synagogue and the neighbouring school across 5 workshops. Led by specialists, audiences co-design interpretation highlighting the site’s natural and historical themes
* Research: across 10 sessions, including archive training and visits to the synagogue archive, volunteers add breadth and depth to the human stories of the site. These will be shared online and feed into the interpretation workshops
* Skills opportunities: To use the 30 engagement activities to provide upskilling to residents and community partners, providing high quality learning opportunities supported by the Learning Specialist
* Publicise the project and promote outcomes amongst professional bodies within the heritage sector
* To develop meaningful working relationships with residents, community partners and their service users to support the project goals
* Document activities through photos and feedback, with the potential for use on social media and project websites
* Supervise appropriate volunteers, contractors and contractors
* Keep up to date with current community and learning priorities locally and nationally and take responsibility for own personal development and professional awareness
* Work with the project evaluator to effectively undertake the evaluation process and maintain records of engagement programmes
* Ensure the requirements of Health and Safety legislation and the Council’s relevant policies are carried out in relation to the responsibilities of the job
* At all times carry out responsibilities and duties with due regard to the Council’s Dignity for All Policy and the Data Protection Act and other legislation, including photographic permissions
* Achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager
* Work in a corporate, co-operative and collaborative way with other Council officers

The key working relationship will be with the Project Learning Specialist. The post holder with work closely with other members of the Heritage Team, including project officers and learning and engagement colleagues within Islington’s children’s and adult social care services.

### Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

### Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Work style

The post holder will be based at Islington Museum and on site in community organisations, with the opportunity to work from home.

### Contact

If you would like more information on the role and the project, please contact Seán McGovern, Heritage Project Manager. Sean.mcgovern@islington.gov.uk

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

### Essential criteria

#### Qualifications

| **Essential criteria** | **Criteria description** |  **Assessed by** |
| --- | --- | --- |
| 1 | A recognised postgraduate qualification in Museum Education, or similar subject | Application |

#### Experience

| **Essential criteria** | **Criteria description** | **Assessed by** |
| --- | --- | --- |
| 2 | Experience of working in a heritage site, museum or similar cultural environment | Application |
| 3 | Knowledge of, and commitment to, the impact of heritage sites and parks, and the awareness of current thinking around this | Application/Interview |
| 4 | Experience of working with diverse community groups in urban environments | Application/Interview |
| 5 | Experience of collaborating and co-producing engagement activities with partner organisations in the third sector, to produce quality engagement opportunities | Application/Interview |
| 6 | Experience of managing volunteers and student placements | Application |

#### Skills

| **Essential criteria** | **Criteria description** | **Assessed by** |
| --- | --- | --- |
| 7 | Creative flair in developing successful public engagement programmes, developed with robust monitoring and evaluation strands | Application/Interview |
| 8 | Excellent communication skills, both written and verbal. Confidence when communicating to a range of different audiences and their needs, both internally and external. | Application/Interview |
| 9 | Knowledge and active interest in the philosophy behind community development and co-production | Application/Interview |
| 10 | Ability to use heritage and outdoor spaces creatively with audiences from all sectors of the local community | Application/Interview |  |
| 11 | Ability to manage activities and events in relation to reporting, risk management, and evaluation | Application/Interview |
| 12 | Self-motivation and ability to work independently in all aspects of the project and to develop practical and realistic responses to problem solving situations | Application/Interview |
| 13 | Social media skills to promote the project, document progress and engage new audiences | Application/Interview |
| 14 | Able to work weekends and evenings where necessary to meet the requirements of the project | Application |

## Special requirements of the post

(Insert any special requirements of the post. Delete if this does not apply.)

| **Essential criteria** | **Criteria description** | **Assessed by** |
| --- | --- | --- |
| 15 | This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service  | Interview |

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor’s Good Work Standard, Stonewall Diversity Champion, and Time to Change.

