

### Job Description

<b>Job Title:</b>	Heritage Outreach Officer (Access and Learning)
<b>Employer:</b>	Trustees of the Royal Air Force Museum ('the Museum')
<b>Reports to:</b>	Learning Partnerships Manager
<b>Direct Reports:</b>	None
<b>Responsible for:</b>	Volunteers as required
<b>Term:</b>	Full time, permanent position, with funding support from the Heritage Lottery Fund until 31 October 2018. Thereafter it will be core funded.

#### **Purpose of the Job**

To work as part of the Access and Learning team to manage and deliver a programme of community outreach activities which meet the RAF Museum's purpose to tell the story of the RAF through its people and collections.

To complete delivery and report on the Heritage Lottery Fund supported project, 'Historic Hendon'.

#### **Job Functions:**

##### **Programming**

- Develop and deliver co-curated temporary exhibitions with community partners
- Develop and deliver RAF Museum-hosted partnership projects
- Develop and deliver a Duke of Edinburgh offer for Air Cadets
- With community partners, research and deliver the digitisation of 'Historic Hendon' collection
- Manage RAF Museum's contributions at community events
- Deliver remaining and ongoing 'Historic Hendon' projects; including Hendon Pageant event day, ESOL Conversation Café and community talks for local residents

##### **Partnership Working**

- Continue to develop and embed current community partnerships
- Actively find new opportunities for further local partnership working
- Develop and host community support partner programmes

- Create opportunities that engage diverse volunteers, partners and participants and enable them to influence RAF Museum programming

### **Administration and Departmental Support**

- Line-manage the work of outreach and project volunteers as required
- Supervise the work of other volunteers as needed
- Provide effective, timely reporting both in writing and verbally when required
- Contribute actively to business risk management and Health and Safety management, including risk assessing all activities

### **Relationships**

- Cultivate internal relationships that cross team boundaries and demonstrate a willingness to collaborate with all staff and volunteers
- Build and maintain partnerships with relevant external contacts and stakeholders
- Promote and embed 'Historic Hendon' project learning across RAF Museum departments
- Ensure community interests are represented at appropriate Museum forums
- Share learning from RAF Museum community projects with the wider heritage sector

### **Budgets and Resources**

- Provide effective financial management and report on allocated budgets
- Reduce operational costs and maximize resources while maintaining standards of products and services
- Support the commercial activities of the Museum

### **Policies and Procedures**

- Uphold both the spirit and letter of the Museums Association's Code of Ethics
- Comply with Health and Safety legislation
- Adhere to organisational policies and procedures to protect people, the collections and the Museum's reputation
- Develop and maintain policies and procedures that support and deliver departmental objectives
- Professionally challenge procedures that do not add value to the organisation

### **Personal Responsibilities**

- Demonstrate the Museum's values in all day to day interactions with colleagues, working as a positive influence and role model, acting with integrity and professionalism and tackling challenges in a pragmatic and collaborative manner to bring staff and volunteers along with changes and developments
- Protect the reputation of the Museum
- Actively participate in the annual Performance Development Review, and work with your line manager to identify and address any personal development needs
- Advocate for opportunities for diverse audiences and volunteers to be represented in the Museum

- Utilise collections in relatable ways through outreach to support projects and tell the RAF and local RAF Hendon story

### **Hours and Physical Conditions**

- This is a full time permanent position, working 40 hours per week (5 days out of 7), including a significant proportion of weekends, evenings and some Bank Holidays.
- The post is based at the London site; however, work at all Museum sites (London, Cosford and Stafford) and other venues will be required.

The post holder will be subject to an enhanced DBS Check.

*This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the museum to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible, the museum reserves the right to make reasonable changes after consultation.*

## Person Specification / Selection Criteria

CRITERIA	STANDARD	Essential/ Desirable	EVIDENCE
<b>Qualifications</b>	Educated to first degree level or relevant experience in a community engagement role	E	Application / Certificates
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of working in a similar position in a museum, heritage or community organisation</li> <li>• Experience of working on multiple projects simultaneously</li> <li>• Experience of managing volunteers</li> <li>• Experience of managing budgets</li> <li>• Experience of audience-focused evaluation</li> <li>• Experience of co-curated exhibitions</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application</p> <p>Application</p> <p>Application / Interview</p>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Good written and verbal communication skills</li> <li>• Good working knowledge of Safeguarding</li> <li>• Good Microsoft Office software skills</li> <li>• Understand the potential of museums to deliver social impact working with their local communities (<i>Museums Association – Museums Change Lives</i>)</li> <li>• Proven ability of working with social and other digital media</li> <li>• Understand the potential of the Museum’s collections as a resource for lifelong learning</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>Application / Interview</p> <p>Application / Interview</p> <p>Application</p> <p>Application / Interview</p> <p>Application</p> <p>Application / Interview</p>
<b>Aptitudes</b>	<ul style="list-style-type: none"> <li>• Able to initiate, develop and maintain strong interpersonal relationships</li> <li>• Drive to develop and deliver projects and programmes that introduce new ideas and audiences to the Museum</li> <li>• Able to work independently, using own initiative</li> <li>• Able to work systematically, efficiently and accurately</li> <li>• Flexible and resilient team member</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application / Interview</p> <p>Application / Interview</p> <p>Application</p> <p>Application</p> <p>Application / Interview</p>

	<ul style="list-style-type: none"><li>• Outcomes-focused, with a drive and ability to meet targets</li></ul>	E	Application / Interview
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