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| **EXETER CITY COUNCIL** |

**Job Description**

**DESIGNATION :** Engagement Officer

**GRADE :** Grade 8

**POST NO :** 5952

**DIRECTORATE :** Economy

**UNIT :** Museums

**RESPONSIBLE TO :** Audience Development Lead

**LIAISON WITH :** Museum staff, trainees and volunteers, ECC Councillors, external suppliers and contractors, voluntary and community groups, organisations and agencies.

**PURPOSE OF JOB**

1. Support the museum’s engagement with social, community and learning based agendas by identifying and exploiting opportunities for increasing and widening meaningful participation at all levels across the range of museum audiences and services.
2. Create partnerships and programmes of work that promote the engagement of specific audiences. These groups will range from whole audience segments to targeted groups.
3. Identify and exploit the pr and advocacy opportunities of activities, events and special projects.
4. Maximise the use of resources.
5. Contribute to the sustainability of RAMM’s services.
6. Work flexibly with colleagues to ensure Audience Development Team cover at all events including weekend and evenings.

**MAIN ACTIVITIES**

1. Identify develop and lead a programme of community engagement/learning projects, working with the city’s communities of interest. This programme will complement RAMM’s exhibitions, activities and public programme and will take advantage of external funding where appropriate. This will contribute outputs and outcomes in line with the strategic priorities identified for the museum as described in RAMM’s Business Plan, Audience Development Plan and Equality Action Plan.
2. Develop relationships and partnerships with relevant agencies and organisations (including those outside the cultural sector), government departments and major charities. Identify areas where the museum can deliver, write funding applications and bids for work as they become available.
3. Develop and maintain partnerships with other delivery agencies or organisations working in the community and where appropriate create shared schemes of work and joint funding applications.
4. Develop collaborative partnerships with relevant learning organisations, agencies and educational establishments. Coordinate links with education and national learning initiatives for young people including supervising participants where necessary eg apprenticeships, museum trainees, Arts Awards etc.
5. Communicate and collaborate with other ECC departments on shared community engagement projects.
6. Maintain an understanding of policy and best practice as it relates to the needs of different audience groups.
7. Contribute to the development and delivery of RAMM’s Audience Development Plan and Equalities Action Plan.
8. Contribute to the planning and delivery of the exhibitions and events programme via RAMM’s programming and project teams.
9. Support the Event Coordinators in the organisation, administration and delivery of projects and activities.
10. Identify fundraising opportunities, formulate applications and manage delivery and reporting on subsequent projects.
11. Specify, commission and monitor work by consultants, voluntary sector agencies, freelancers and external suppliers as required.
12. Train, supervise and develop staff, volunteers and freelancers who deliver services.
13. Monitor, evaluate and document delivery of services.
14. Manage revenue and project budgets and associated income targets and any relevant grant awards.
15. Oversee the collection and use of all information relating to all relevant projects, partners and participants. (includes outputs and outcomes, advance publicity information, images, archives, case studies, web presence, participants and partner data).
16. Identify and exploit the PR and advocacy opportunities for all activities, events and projects.
17. Contribute material and ideas for the museum’s on-line presence and service together with ideas for its future development.
18. Look for and identify opportunities for commercial, entrepreneurial or fund-raising activities related to RAMM services or assets. Where appropriate participate in their development and maximisation.
19. Any other duties commensurate with the post.

**DATE: March 2019**