

**Job Description**

**Job Title: Community Engagement Manager**

**Location:** Abbotsford, Melrose

**Reporting to:** Chief Executive

**Status:** Open ended, Part Time at 17.5hrs Per Week

**Salary:** Grade 6: £33,060-35,755 full time equivalent, dependent on experience

**Employee Benefits**

* Pension contributions matched up to 4% of salary
* Staff discounts for the shop, café, public events and self-catering bookings
* Work from home policy: 1 to 2 days a week for full-time employees
* Dog friendly – bring your dog to work
* 33 days annual leave for full-time employees
* Free parking – enjoy free walks any time at Abbotsford

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**Context**

Abbotsford was designed and built by world famous author Sir Walter Scott as both his home and the location for his extensive collection of books and historical memorabilia. After the death of his last descendent in residence, The Abbotsford Trust was created in 2007. Our mission is to ‘inspire, inform and engage audiences in the life and legacy of Sir Walter Scott. As custodians of Abbotsford we aim to safeguard the house, collections, gardens and estate for future generations, enabling diverse communities to benefit from all that we care for’.

The Trust is midway through a 10 year strategy, Phase II of which we are calling Next Generation Abbotsford. The Community Engagement Manager has a key role to play in building on our achievements, which include our award winning volunteering and mental health programmes, all of which are integrated into the Trust’s wider operations. They have specific responsibility for our community goal, voiced as: ‘By placing ourselves at the heart of our community, for all people, we will create more opportunities to enjoy and value a shared cultural inheritance with the power to build connections and make positive, life improving impacts for individuals.’

**Job Purpose**

* To lead on the strategic development, delivery and evaluation of community engagement activities, programmes and projects reaching audiences and beneficiaries locally and nationally
* To act as the officer with overall responsibility for volunteering within the Trust
* To act as a source of advice and guidance to the Board of Trustees, CEO and other staff on all aspects of community engagement activities and community links across the Trust
* To lead on safeguarding policy and practice in all areas of the Trust’s work

**Scope and Accountability**

The Community Engagement Managerreports to and is line managed by the Chief Executive of Abbotsford. They are responsible for the following resources:

* Line management of the Heritage Engagement Officer and Volunteer Coordinator, and overall management of volunteer resources
* Community engagement annual budget
* All community engagement rooms, facilities and equipment

**Key Responsibilities**

**Community Engagement Development**

* Strategic lead on all aspects of community engagement programmes, projects and activities
* Safeguarding Policy lead for the Trust, including training and implementation
* Volunteer Policy lead, collaborating with the management team in its development and execution
* Work collaboratively with the management team to realise the objectives of the Community Engagement Strategy, based on the built, natural and cultural heritage of Abbotsford and Walter Scott
* Work with the Development Manager to align the strategy with the Trust’s fundraising in order to realise aims and objectives
* Deliver community engagement activities on-site, on-line and in the community with a range of audiences including children, young people and adults of all ages, backgrounds and abilities
* Provision of learning programme for UK schools and higher education, taking account of the Curriculum for Excellence in Scotland and the National Curriculum in England and Wales
* Work with the Marketing and Development teams to ensure effective promotion and marketing of the heritage engagement offer and charitable impact

**Operational Management**

* Line management of community engagement staff and any volunteers assisting the team
* Responsible for managing activities to budget, monitoring spend and income generation and taking corrective action as required
* Carry out evaluation of partnerships, programmes and projects, deliver progress reports and supply performance statistics as required, including outcomes required for funders and potential funders
* Take responsibility for ensuring the Trust is compliant with Protection of Vulnerable Groups and child protection legislation, and meets best practice
* Oversee efficient management, deployment and planning of the Trust’s volunteer resources
* Ensure school bookings are coordinated and managed in line with capacity
* Assist the Volunteer Coordinator by working with other managers to ensure a constructive Trust wide approach to the recruitment and management of volunteers
* Advise and assist the Chief Executive on health and safety policies and procedures relating to community engagement
* Oversee and plan for work experience placements, collaborating with colleagues as necessary
* Collaborate with colleagues in the commercial and marketing teams on the promotion of community events, programmes and exhibitions using traditional, digital and social media.

**Other**

* Engage with networks and partnerships within the charitable, heritage, arts, education, literary, tourism and related communities
* Act as an ambassador for Abbotsford, representing and promoting the charity, Walter Scott and his legacy
* Act as Duty Manager on a rota basis on weekends throughout the year (circa 1 day a month)
* Provide support to colleagues and undertake other duties commensurate with the post

**Person Specification**

**Knowledge & Experience**

**Essential**

* Knowledge of the principles of learning and engagement within a comparable organisation, and an ability to either address delivery personally or oversee the work of others
* Excellent understanding of the role of volunteering within a charitable organisation
* Experience of developing and delivering community programmes to achieve charitable outcomes
* Experience of working with a variety of stakeholder groups in order to maximise engagement
* Computer literate and able to work with specialist databases and CRM systems

**Desirable**

* Experience of delivering programmes supported by grant funders and donors, including personal interaction with those funders
* Experience of developing online programmes and tools to reach target communities e.g. schools
* Professional background and academic qualifications in a relevant field (heritage, museum, archaeology, history, history of art, fine/visual art)
* Membership of a relevant professional body
* Management experience within a heritage charity
* Knowledge of the heritage context to Abbotsford, house and collections, the works and legacy of Sir Walter Scott, and the wider heritage context of the Borders

**Skills and Abilities**

**Essential**

* Excellent creative, analytical and evaluative skills, including ability to develop the community engagement offer through innovative and informative activities
* Excellent verbal and written communications skills including ability to deliver presentations and write guides, promotional and educational materials
* Excellent interpersonal skills, including ability to establish networks and engage a wide variety of groups and individuals from all areas of the community
* Ability to interact confidently and to be at ease when working with children, young people and audiences of all ages
* Ability to work collaboratively and consultatively with a wide range of stakeholders
* Strong planning and organisational skills, including ability to deliver to multiple priorities whilst retaining a thorough attention to detail;
* Flexible approach to work and willingness to multi-task within a small organisation.
* Ability to lead, manage and develop a team of staff and volunteers

**Personal Qualities and Requirements**

* Interest in and commitment to The Abbotsford Trust's mission, vision and values
* Commitment to own and others’ continuous professional development
* Commitment to Equality and Diversity and understanding of how they apply within a heritage and customer service environment
* Ability to work occasional unsociable hours (evenings, weekends, bank and public holidays)