
Westminster Abbey



Social Engagement Officer: Developing People

Job description and person specification



Job description

JOB TITLE:	Social Engagement Officer: Developing People
DEPARTMENT:	Engagement
POST REPORTS TO:	Community Engagement Manager
KEY RELATIONSHIPS:	Internal: Engagement Team, Digital Content Manager, Learning and Development Manager, Learning Department, Visitor Experience Team, Volunteers External: Colleges, universities, work placement students, skill developers, charity service users, community group participants, personnel organising community visits
JOB SUMMARY:	The post holder will build on skills and employment opportunity-based programmes which the team has been trialling over the last few years with staff, volunteers and community organisations. Examples of these include a volunteer training to deliver guided tours of the Abbey; programmes for staff which give them enrichment opportunities and develop their understanding of the Abbey and its narrative; programmes like the World of Work programme developed with the King's Trust for young people to give them experience of the workplace They will also develop and deliver new engagement projects for children, young people and adults that prioritise developing skills and employment opportunities with community organisations. In line with the department strategy and social engagement policy, the Developing People offer focuses on broadening access and deepening personal engagement inspired by the Abbey's working life and history
BACKGROUND:	Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey comprising 360 employees and a greater number of volunteers. The Engagement department offers opportunities for visitors to engage with the Abbey's core purpose to national and international audiences through accessible public programming; community partnerships; and social engagement projects, including working with the Abbey's Almoner

MAIN DUTIES AND RESPONSIBILITIES:

- Managing strands of the skills and employability offer ensuring they make full use of the remarkable possibilities offered by the Abbey in-line with the Team's strategic plan and social engagement policy. To include:
 - Renewing and delivering tours, workshops and activity as part of the ongoing World of Work programme for a broad range of audiences.
 - Developing and delivering new opportunities with community partners that draw on the range of skills across the Abbey.
 - Developing and overseeing the department's work placement programme, maintaining high standards around safeguarding and wellbeing.
 - Renewing, deepening and delivering the offer to uniformed groups that connects the Abbey with relevant badges and rewards.
 - Identifying key partnership opportunities in line with the Abbey's almonry and Social Engagement objectives.
 - Overseeing the administration of programmes to include marketing and managing the relationship with partners, internal teams and facilitators.
- With Managers in the Abbey, developing and delivering a portfolio of internal development opportunities, including:
 - Developing and delivering a range of tours, activities and workshops that highlight working life of the Abbey linking to themes, special services and new memorials.
 - Creating a programme for work shadowing, placements and secondments.
 - Supporting the administration and growth of the department's Ambassador programme.
- In coordination with the Learning and Development Manager, advocate for the work placement and internal skills development offers across the Abbey.
- Devise methods of evaluating the programme and oversee accurate collation of evaluation data, using insights to support programming decisions and monitoring success measures.
- Work with the Digital Content Manager to make the most of existing digital content and, when appropriate, produce new digital content to support and broaden the range of employability offer.
- With the Engagement Managers, recruit, train and develop Engagement Volunteers and Engagement Ambassadors.
- Work alongside the Engagement Officers to deliver the adults, family and community offer where required.
- Undertaking other suitable duties as required by the Dean and Chapter.

This post will be subject to occasional evening and weekend work to be pre-agreed with the post holder. Time off in lieu will be given for these instances.

Safeguarding

*Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires an **Enhanced level** criminal record check.*

Person specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential

Knowledge / Skills

- Solid knowledge and understanding of informal learning, community work or youth engagement.
- Confident in a variety of approaches to learning and development practice.
- Proven ability to communicate successfully and appropriately with a range of audiences
- Strong organisational skills, with the ability to manage and maintain multiple simultaneous and/or ongoing projects.
- Ability to work collaboratively as part of a wider team, including many different Abbey departments.

Experience

- Significant experience in a relevant field of work or educated to degree level in a relevant subject.
- Significant experience developing creative trails and guides as well as handbooks and support materials.
- Experience commissioning and overseeing external suppliers.
- Substantial experience in development and delivery of relevant engagement events or projects, on time and within budget.

Attributes

- The ability to appreciate the Abbey as a living church and worshipping community and to communicate this to audiences from all faiths and none.
- Proactive, solutions-focused and able to approach work creatively, energetically and innovatively.
- Commitment to the Abbey values and to achieving diversity in all aspects of the Engagement Team's work.

Desirable

Knowledge / Skills

- Public speaking skills.
- Experience of developing digital materials.

Attributes

- Demonstrate creativity.

This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.