
Westminster Abbey



Adult Engagement Officer

Job description and person specification



Job description

JOB TITLE:	Adult Engagement Officer
DEPARTMENT:	Engagement
POST REPORTS TO:	Adult Engagement Manager
KEY RELATIONSHIPS:	Internal: Engagement Team, Digital Content Manager, Learning Department, Visitor Experience Team, Volunteers. External: Community partners, universities, publishers, artists, other heritage organisations

JOB SUMMARY: Our public programmes and community projects prioritise connecting with new audiences and creating new opportunities for participation and collaboration. In line with the content and social engagement strategies, the Adult Engagement offer focuses on broadening access and deepening public understanding of the memorials in the Abbey.

The post holder will be responsible for developing and delivering delegated strands of both existing and new public and community programmes. This will include forging and maintaining relationships with community partners and facilitators as well as other teams within the Abbey in line with the Engagement Strategy.

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 public programme as delegated by the Adult Engagement Manager, ensuring they make full use of the remarkable possibilities offered by the Abbey in-line with the Team's strategic plan and audience development objectives. To include:
 - Developing and delivering events and activities as part of the public programme.
 - Developing and delivering tours of the Abbey on selected themes, adapted for varied audiences.
 - Supporting the development and delivery of new opportunities to enable groups that face barriers to accessing the Abbey to connect with the building eg. Audio Described tours

- Identifying partnership opportunities.
- Commissioning and building relationships with facilitators.
- Overseeing the administering of events to include marketing and managing the relationship with partners, internal teams and volunteers.
- Support the Adult Engagement Manager and Social Engagement Officer: Developing People with the development of a community engagement programme tied to the Engagement Strategy and Social Engagement Statement. To include:
 - Developing, and then delivering, a package of activity that can be offered to community groups both on and off site.
 - Identifying community partnership and building relationships in line with Abbey Almonry and core purpose.
 - Working with community groups to develop and deliver co-curated activities.
 - Delivering ad-hoc community engagement tours and activities.
 - Refining and delivering an existing regular programme of community engagement activities, including dementia workshops and seasonal free programmes.
- Devise new methods of evaluating the programme and oversee accurate collation of evaluation data, using insights to support programming decisions and monitoring success measures.
- Working with the Digital Content Manager to produce programme linked digital content.
- With the Engagement Managers, recruiting and training Engagement Volunteers and Engagement Ambassadors in the wider Abbey team.
- For event days, ensure that all staff and volunteers are briefed about their roles with both preparatory materials beforehand and during the event.
- Working alongside others in the team to support students on work experience placements.
- Occasional support to the Community Engagement and Learning teams to deliver the family and schools offer where required.
- Undertaking other suitable duties as required by the Dean and Chapter.

This post includes regular evening and Saturday working to be agreed with the post holder.

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

- Proven ability to communicate well with a range of audiences
- Strong organisational skills, with the ability to juggle multiple projects.
- Ability to work collaboratively as part of a wider team, including many different Abbey departments.
- Solid knowledge and understanding of informal adult learning, public programming and community engagement.

Experience

- Significant experience in a relevant field of work or educated to degree level in a relevant subject.
- Previous experience of working to develop and deliver public events and/or community programmes at an arts/heritage/cultural site.
- Substantial experience in public and community programming and delivery of relevant engagement events or projects, on time and within budget.
- Experience of co-curation.
- Experience commissioning and overseeing external suppliers.
- Experience of working with a diverse range of audiences.

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.