Job Description

Job Title: Community Engagement Officer: 'RAF Stories' Project

Employer: Trustees of the Royal Air Force Museum ('the Museum')

Reports to: Head of Digital Experience and Project Manager – 'RAF Stories'

Direct Reports: None

Term: Fixed term (43 months)

Funding: Supported by the National Lottery through the Heritage Lottery Fund

Purpose of the Job

- To support the delivery of the RAF Centenary Programme by developing and delivering an inspiring, innovative and engaging community programme sharing stories from and collecting stories for 'RAF Stories', the Museum's RAF Centenary Programme online platform.

Accountabilities

- Design and deliver a new programme to inspire audiences (onsite, offsite and virtually) to engage with the 'RAF Stories' platform both consuming existing content and creating new.
- Develop strong relationships with 'RAF Stories' users and through this process grow the 'RAF Stories' platform user community into a coherent and self-organising group
- Promote the 'RAF Stories' project to relevant organisations, groups and communities
- Develop awareness of and participation in the 'RAF Stories' project as part of digital culture and practice within the Museum
- Support and facilitate the Museum's commercial activities.

Job Functions:

- Develop and deliver a public engagement programme for the 'RAF Stories' project engaging with a wide range of internal and external stakeholders to ensure its successful delivery
- Work with internal and external users to facilitate their contributions to the 'RAF Stories' project
- Work with the online user community to build effective, ongoing support for the online platform
- Assist the Exhibitions Project Manager and 'RAF Stories' web and interaction developer producing, delivering and maintaining allocated exhibition projects including 'First 100 Years' and 'Now and the Future'
- Lead, motivate and facilitate staff and volunteers to ensure the engagement programme is progressed successfully, setting and monitoring objectives
- Ensure effective audience engagement and evaluation of project items are worked into all stages of project planning and delivery
- Encourage feedback from project stakeholders and ensure 'lessons learned' are shared with colleagues and fed into a revised engagement plan
- Assist the Head of Digital Experience (Project Manager – 'RAF Stories' Project)and Lead Technician in co-ordinating the project management process including administering projects and all project documentation to Prince 2 standards
- Provide effective reporting on agreed projects both in writing and through meeting presentations and discussion
- Facilitate and record project meetings and workshops
- Manage and administer the legal responsibilities of the Museum when working with volunteers and/or members of the public.
- Represent the Digital Experience department at internal and external meetings as required.

Relationships

- Ensure excellent communication with all stakeholders, both internally and externally
- Identify, establish and maintain partnerships with regional and national learning organisations, community groups and initiatives as well as maintaining and developing existing partnerships
- Cultivate, build and maintain partnerships with relevant external contacts and stakeholders.

Budgets and Resources

- Provide effective financial management and reporting to the 'RAF Stories' Project Manager

- Reduce operational costs and maximise resources whilst maintaining standards of products and services.

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 and the museum's reputation.

- Develop and maintain policies and procedures that support and deliver departmental objectives

- Ensure that all Safeguarding policies are adhered to and concerns are raised in accordance with these policies

- Comply with Collections Management Policies & Procedures

- Professionally challenge procedures that do not add value to the organisation.

Personal Responsibilities

- Support the Museum's values

- Work as part of a team and support colleagues across the Museum.

- Protect the reputation of the Museum.

Hours and Physical Conditions

- The post is full time, fixed-term for 43 months

- The post is based at the Cosford site but work at all Museum sites (London, Cosford and Stafford) and at other venues in the UK will be required.

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.

Selection Criteria

CRITERIA	STANDARD	E/D	EVIDENCE e.g. Application/interview/ certificates
Qualifications	Degree in a related subject or equivalent relevant work experience	E	Application / Certificates
	Postgraduate qualification in Museum Studies or equivalent professional museum or heritage qualification OR	D	Application / Certificates
	Postgraduate training in a subject relevant to teacher training, education or community outreach, or equivalent experience	D	Application / Certificates
	Qualification within digital practice or technologies	D	Application / Certificates
Work Experience	Proven experience of developing and delivering digital engagement strategies and tools within the public realm	E	Application / Interview
	Demonstrable experience of working within a cultural/heritage service and/or schools environment and experience of working with children, families and other audiences.	E	Application / Interview
	Demonstrable experience of developing and delivering engagement plans within a heritage setting.	E	Application / Interview
	Demonstrable experience of working and managing volunteers.	E	Application / Interview

Skills and Knowledge	Knowledge of a wide range of educational and outreach methods and approaches	E	Application / Interview
	Up-to-date knowledge of issues and opportunities around introducing digital culture	E	Application / Interview
	Excellent organisational skills, including planning, co-ordination and delivery to deadlines	E	Application / Interview
	Excellent communication and presentation skills, presenting a range of subjects to a wide range of audiences using new technologies	E	Application/Interview
	Ability to write, commission and edit interesting and accurate copy for outreach projects and resources	E	Application/Interview
	Advanced ability to use IT competently, including Word and Excel	E	Application/interview
Aptitudes	Able to play an effective role in multi-disciplinary teams	E	Interview
	Focusses on outcomes; resilient under pressure	E	Interview
	Builds and manages effective stakeholder relationships	E	Interview
	Able to problem solving & use lateral thinking	E	Interview
	Thinks creatively about the use of technologies.	E	Interview