

Community Programme Producer



The Postal Museum opened almost four years ago, and since then has had enormous success with over 350,000 people through the doors. They have experienced the Museum, telling the story of the postal service across 400 years; Mail Rail, the underground railway that at one point carried more than 4 million letters a day; the Discovery Room, where they can track down the story of their postal ancestors; learning programmes; tours; community programmes and much more. In the short time we have been open, we have been nominated for numerous awards, had brilliant feedback on Trip Advisor, Facebook, google etc., and attracted a more diverse group of visitors than many other museums.

Based: Central London

Salary: £29,000 per annum

Contract: Permanent – Full Time

Hours: 35 hours per week - Requests for flexible working arrangements will be considered.

Probation Period: 6 months

Start date: February 2022

Reports to: Access and Community Engagement Manager

Who We Are

The Postal Museum tells the story of postal communication and its impact on a global society

What We Do

We use our collection to explore stories around communication, and to inspire everyone to make richer and more meaningful connections in their lives

Our Values Are

- Openness
- Generosity
- Innovation
- Curiosity
- Playfulness

We Will

- Be open and generous in spirit and action
- Deliver innovation
- Communicate our stories with clarity and playfulness
- Be curious about people's stories and experiences

Strategic Objectives

Core

- Champion good communication and connections in individuals, families, communities and society
- Look after our collection and expand access to it
- Grow an increasingly diverse audience and enrich their lives

Supporting

- Develop and maintain a sustainable financial model
- Grow our partnerships across the country and around the world

COMMUNITY ENGAGEMENT AT THE POSTAL MUSEUM

Community engagement at The Postal Museum facilitates access to opportunities designed to inspire a creative response, enhance wellbeing and reduce social isolation for diverse audiences. The programme is underpinned by building strong partnerships, collaborating with the target audience to understand and break down barriers to engagement and delivering needs-based activity.

We have plans to deliver a more ambitious community engagement programme, enabling us to expand our reach and increase our capacity to deliver inclusive and engaging experiences. The vision is for our audiences to make meaningful connections to the collections and for the museum to identify opportunities where participatory practice can support and enrich core work.

PURPOSE OF THE JOB

As Community Programme Producer, you will take a lead to research, plan, develop and deliver the community engagement programme. You'll collaborate with existing partners and make new connections to reach audiences currently under-represented by the museum.

The role will involve building strong relationships with partner organisations. You will facilitate engaging experiences, inspiring participants to create personal responses to the stories held in the museum and archive. Some projects will involve working with participants to co-create activity, bringing new perspectives to the collection and breaking down barriers to engagement.

Whilst you may have experience working in museums, it is not essential. Your ability to build strong relationships with community partners and deliver engaging experiences with diverse audiences is the focus. Opportunities to explore the collections and discover how they can inspire audiences can be learnt through the engagement delivered with participants.

You will work within the Exhibitions, Access and Learning team. Some weekend and evening work will be required, and this will be notified and agreed in advance. Time off in lieu will be awarded in line with The Postal Museum's policy.

JOB DESCRIPTION

Key Responsibilities and Duties

- Informed by the Audience Development Plan and recommendations of a recently appointed Diversity and Inclusion Advisor, research and identify key under-represented and under-served local community groups.
- Establish, build and manage strong relationships with identified groups, as well as maintaining relationships with existing partners.
- In collaboration with project partners, plan and develop a programme of activity, using the collection to explore stories around communication.
- Lead on the delivery of the programme, responding to the needs of the group and adapting delivery format accordingly, for example – on-site at the museum, as outreach or virtually.
- Support the Access and Community Engagement Manager on the development and delivery of the access programme, including projects with Ambitious about Autism and the Camden Council Family Learning Team.
- Evaluate activity and be ready to adapt the offer in response to recommended improvements or the changing needs of the audience.
- Support the Access and Community Engagement Manager to identify and deliver opportunities where participatory practice can support and enrich the core work of the museum.
- Manage delegated programme budget.
- Build strong internal relationships with colleagues, collaborating with them to develop and enhance the community programme where appropriate.

OTHER ACTIVITIES

The post-holder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

PERSON SPECIFICATION

EXPERIENCE

(Essential criteria)

- Experience of planning, developing and delivering community engagement programmes in a variety of settings with diverse audiences.
- Experience of building strong relationships with community partners.
- Experience of working collaboratively with internal and external stakeholders to deliver needs-based programmes of activity.
- Experience of evaluating activity and adapting the offer in response to feedback.

(Desirable criteria)

- *Experience of project management*

SKILLS/KNOWLEDGE

(Essential criteria)

- Committed to delivering a collaborative approach to community engagement and an understanding of the value of shared decision making with partners.
- An interest and willingness to learn the benefits of using the collection to inspire audiences.
- Committed to equality and diversity, particularly in relation to breaking down barriers to engagement and enabling access to the museum and collection.
- Able to communicate effectively with a broad range of audiences and colleagues.
- Experienced facilitator, with the ability to adapt delivery style and approach to meet individual requirements.
- Strong organisational skills, with the ability to manage time and prioritise workloads to meet deadlines.
- Self-motivated with the ability to work both independently and as part of a team.
- Excellent interpersonal skills and sensitivity to different needs, approaches, interests and beliefs.
- Able to establish, build and manage strong relationships with community partners and participants.

(Desirable criteria)

- *Knowledge of community engagement best practice*

WORKING HOURS

The working hours shall be 35 per week. These are usually flexible across the week and will be agreed in advance with the line manager, in line with The Postal Museum's policies. Some out of hours working will be required to support events and weekend openings, and this will be notified in advance. Time off in lieu will be awarded in line with The Postal Museum's policy. Variations of the hours can be made at the discretion of the line manager.

TO APPLY: Please send your completed application form and the equal opportunities form to applications@postalmuseum.org

CLOSING DATE: 10am, Monday 17th January 2022

INTERVIEWS: To be confirmed