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| **Job Description** |
| **Post title** | Interpretation and Engagement Officer – Land of Lead and Silver |
| **JE Reference No** | N11298 |
| **Grade** | 10 |
| **Service** | Neighbourhoods & Climate Change |
| **Service Area** | Environment – North Pennines AONB Partnership |
| **Reporting to** | Nature Recovery Manager |
| **Location** | Your normal place of work will be AONB Office, Stanhope but you may be required to work at other AONB Partnership offices and facilities from time to time. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The Interpretation and Engagement Officer will assist the Project Manager in the design of the NLHF Delivery Stage application and undertake preparatory activities which increase engagement with lead mining heritage, build volunteer capacity to manage, interpret and conserve it, and contribute to project design.

If funding is secured the officer will have the option to remain in post to deliver the interpretation, engagement and volunteer support elements of the 4-year programme.

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| **Duties and responsibilities** |

**In Development:**

* As facilitator of a new I&E advisory group, liaise closely with volunteers, experts, visitor attractions, tourism specialists, Historic England and the AONB staff team, to develop an innovative I&E framework for North Pennines lead mining heritage which will help us to engage a more diverse audience
* Help the I&E advisory group to undertake an interpretation audit for mining heritage in the North Pennine
* Test or workshop elements of the I&E framework with new audiences
* Work with several volunteer organisations with an interest in mining history (including the newly established North Pennines Mines Research Network), and with our partners, advisors and any new volunteers, to develop a training programme for the Land of Lead and Silver project and support these groups with their current ambitions where possible. The Development Stage will help us determine the help that they need to build capacity and resilience. Training is likely to fall into three broad categories relating to site assessment & recording, site repair and maintenance, site interpretation & public engagement, as well as organisational capacity building
* Test elements of the training programme with volunteers during the Development Stage
* Establish a volunteer hub at Killhope Museum - a staff-supported social & workspace including access to computers & licenced software for processing digitised recording & archival research

**In Delivery (subject to funding):**

* Implement the I&E framework, using a variety of contracts and direct delivery, including with volunteers. This is a major element of the work and offers considerable potential for innovation and variety
* Co-ordinate volunteer recruitment, support and training throughout the project.
* Contribute to all project administration, including contributing to quarterly reports and claims
* Contribute to the implementation of the AONB Management Plan.
* Undertake any other duties within the scope of the grade of the post as directed by the Management Team.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person Specification: Interpretation and Engagement Officer (Grade 10)

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|  | **Essential** | **Desirable** |
| **Qualification** | * Educated to degree level in a relevant subject.
 | * Membership of a relevant Professional Body
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| **Experience** | Significant experience:* Of managing volunteers
* Of heritage interpretation
* Of communicating directly with the general public
* Of developing successful relationships with a range of partner organisations
* Of project and budget management
* Of organising electronic files.
* Of using ICT products with a particular emphasis on digital interpretation, including web content management systems, social media channels, and applications relating to the manipulation of graphics, text and images.
 | * Of dealing with a broad range of people and their communities and representative organisations.
* Of developing digital interpretation.
* Of protected landscapes and their management.
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| **Skills / Knowledge** | * Great organisational skills
* Can comfortably use, and adapt quickly to, a wide variety of ICT products, particularly those relating to video, image and text editing
* Knowledge of the geological, natural, built or cultural heritage of the North Pennines.
* Can communicate effectively both orally and in writing, including good report writing and presentation skills
* Can communicate with a wide range of different people from different interest groups
 | * Knowledge of the communities of the North Pennines.
* Creative skills which could contribute to new interpretive material, e.g. illustration, film-making, photography, creative writing.
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| **Personal Qualities** | * A personal commitment to making natural and cultural heritage more accessible to a broader audience.
* Ability to meet the transport requirements of the post.
* Ability to work using own initiative, to generate ideas and to motivate others.
* An organised approach to work and a capability to work under pressure of deadlines.
* Ability to develop ideas and present them persuasively.
* Ability to be self-reliant and work without close supervision.
* Willingness to work outside normal office hours on occasions.
 | * A personal commitment to and interest in protected landscapes, conservation and rural environments.
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