

YATE TOWN COUNCIL

JOB DESCRIPTION

JOB TITLE: Community Projects: Heritage Operations Officer

GRADE: Hay 9

REPORTS TO: Community Project Manager

TEAM: Community Projects

1. JOB PURPOSE

Responsible to the Community Project Manager (CPM). Under the direction of the CPM, this post holder will assist on specific process implementation, to support the operations and Forward Plan of Yate Heritage Centre.

2. MAIN DUTIES/ACCOUNTABILITIES

- a. To work under the direction of the CPM on specific processes and operations at Yate & District Heritage Centre, to ensure efficient running of the service, in line with the services strategic aims and objectives.
- b. Under guidance from the CPM, to undertake work to:
 - Make recommendations for, and support actions to modernise data recording processes at Yate & District Heritage Centre, e.g. customer feedback processes and audience insights;
 - Support the digitalisation of Yate & District Heritage Centre collections and associated record keeping/documentation, to enable collections to be promoted and accessed digitally;
 - Support the digitalisation of Yate & District Heritage Centre lectures, events, workshop recordings etc, to enable materials to be promoted and accessed digitally;
 - Support a review of the “vision” for the service, and when a new “vision” is in place, work alongside the Community Heritage Officer and CPM, to plan actions identified in the Forward Plan for the service;
 - Develop Yate & District Heritage’s Centre digital offering (e.g. YTC central website, social media, video streaming platforms etc);
 - Undertake general marketing and communications admin work e.g. implementing the new branding in all marketing materials, creating and publishing content digitally, in print, and utilising opportunities for 3rd party marketing;

- Provide administrative and, where needed, practical support, to streamline operations at Yate & District Heritage Centre;
 - Support administration and record keeping, associated with the education offering;
 - Assist with any other Heritage operations project work as identified by the CPM.
 - Assist with compliance, governance, legal, policy, resource, health and safety and data security issues (this is a general requirement of all employees).
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3. DIMENSIONS

- No financial responsibility.
 - No line management responsibility
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4. JOB CONTEXT

To undertake community projects work at Yate & District Heritage Centre, to provide an efficient service to the public and to support the wider work of the Town Council.

5. SUPERVISION AND WORK PLANNING

The postholder receives direction from the CPM, which is completed according to the priorities determined. The postholder is expected to prioritise their own daily routine tasks and to carry them out.

The postholder works closely with the Community Heritage Officer and Community Heritage Education Assistant, but does not line manage or report to these roles.

6. PROBLEMS AND DECISIONS

The post holder must be self-motivated and a self-starter, who is able to follow line manager direction.

Following the strategic aims of the service, the postholder will research and make recommendations for specific courses of action (objectives) to the CPM, to support the strategic aims.

When required, the post holder will provide practical advice and guidance to colleagues and volunteers on new systems implemented. They must be able to find solutions to problems using initiative and knowledge.

The post holder will refer to their Line Manager for more complex issues that may arise i.e. complaints. Or where they may not possess industry skills and knowledge to fulfil the requirements of the role/task set.

The post holder should be able to effectively prioritise work demands to meet deadlines and must be able to communicate effectively with others where deadlines/aims/objectives cannot be met.

Some of the information that the team obtains is sensitive or confidential, and it is important to exercise the highest standards of discretion and compliance with data protection requirements. Urgent requests may be received in the absence of the Line Manager. In such instances the post holder will need to consider the urgency of the request and decide on the appropriateness of immediate action, such as referral to the Town Clerk, or Deputy Town Clerk.

7. CONTACTS

Community Projects Manager - line management.

Community Heritage Officer – heritage expert and venue manager of Yate & District Heritage Centre

Community Heritage Education Assistant – lead for the education service, line managed by the Community Heritage Officer.

Community Projects staff team – at Armadillo Youth Café, the Pop Inn Café, and the Community Support Assistant based at Poole Court (colleagues)

Wider Town Council staff team - to work together to deliver the work of the Town Council.

Town Councillors - Responding to enquiries and informing them of current and relevant information.

Members of the Public - Giving assistance and directing them to the relevant department where necessary.

Heritage Centre stakeholders - Management Committee, Trust and Friends, and specific associated community groups.

8. KNOWLEDGE, EXPERIENCE AND TRAINING

Essential

- Experience in relevant sector and/or role (eg., in marketing, operations and/or business support in the heritage, culture, or creative industries etc);
- Experience creating marketing and communications content, particularly digital;
- Experience in administrative, organisational, and/or process implementation work;
- Experience in modern documenting / record keeping systems and business administration processes;
- Good IT, numeracy and literacy skills.
- Able to communicate with a range of stakeholders, including community groups, management committees and the general public.
- Good organisational and prioritisation skills - able to work on own initiative and effectively manage priorities against deadlines.

Desirable

- either possess, or be working towards, a professional or technical qualification (eg., in marketing, operations and/or business support in the heritage, culture, or creative industries etc);
 - Experience in the development of museums/ heritage sites/ arts/ culture services or facilities;
 - Experience with website software programs, such as Wordpress;
 - Experience with graphic design software e.g. In Design, Canva.
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9. PHYSICAL EFFORT AND/OR STRAIN

Normal office environment.

10. WORKING ENVIRONMENT

Normal office environment, based at Yate Heritage Centre.

11. EQUIPMENT

Computer and normal office equipment.

12. GENERAL

This job description only contains the principal accountabilities relating to this post and does not describe in detail all the tasks required to carry them out.

Duties may vary from time to time without changing the character of the post or the level of responsibility.

13. SPECIAL NOTES OR CONDITIONS

The postholder will be based at Yate Heritage Centre. However, they may be required to work at other Town Council settings and may be required to attend occasional evening meetings.

The post holder will be required to undergo mandatory training, including, for example,:

- Equality and diversity;
- Mental health awareness;
- Health and safety awareness

HR Advice: January 2024

Effective Date: On appointment to post

Reference: CPHP

YATE TOWN COUNCIL

EMPLOYEE SPECIFICATION

JOB TITLE: COMMUNITY PROJECTS: HERITAGE OPERATIONS OFFICER

ASSESSMENT CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	Experience in relevant sector	Possess, or working towards, a professional or technical qualification (eg., in marketing, operations and/or business support in the heritage, culture, or creative industries etc)
Work related experience and Associated Vocational Training	Experience creating marketing and communications content, particularly digital; Considerable experience in administrative, organisational, and/or process implementation work;	Experience in the development of museums/ heritage sites/ arts/ culture services or facilities; Experience with website software programs, such as Wordpress; Experience with graphic design software e.g. In Design, Canva.
Other Relevant Experience	Good IT, numeracy and literacy skills.	
Communications	Able to communicate with a range of stakeholders, including community groups, management committees and the general public.	
Specialist Knowledge	Experience in modern documenting / record keeping systems and business administration processes.	
Job Related Skills	Good IT, numeracy and literacy skills. Good organisational and prioritisation skills - able to work on own initiative and	

		effectively manage priorities against deadlines.	
Personal Skills		Able to communicate with a range of stakeholders, including community groups, management committees and the general public.	
Special Conditions	Working	Out of hours working to support occasional evening meetings.	