



Job description

**Job title: Nightingale 2020 Project Assistant
Temporary Contract (Beginning June/July. Ending 14
November 2021)
Part-time – 18.75 hours**

Numbers and grades of any staff supervised by the post holder: None. However, the post holder will be vital to the continued development of volunteering at the Museum, including acting as first point of contact and supervisor, building a small team of volunteers.

Budget Responsibility & Expenditure: Monitoring of small delegated budgets.

Post holder's immediate supervisor: Site Operations and Collections Co-ordinator

Hours: Paid 7 hours 30 minutes per day. (An unpaid lunchbreak of 30 or 60 minutes will be agreed with your line manager subject to staffing requirements.)

Hours and Place of work: Typically 09:00-17:30, although supporting events may require work outside of this time. 2.5 days per week or 5 days per fortnight, essentially including the first weekend of every month and Monday's and/or Friday's. (Other days to be agreed between the candidate and management team, recognising that some flexibility is required as the museum emerges from the pandemic.) Due to the nature of some of the bicentenary celebrations we have rescheduled in 2021, extended hours may be required during key periods of activity, for which over-time payments will be available or time in lieu offered. It is anticipated the role will be based within the museum to support the better performance of duties and teamwork.

Salary: c23,000 pro rata

1 Job purpose

This role will play a key part in delivering the remaining elements of the museum's National Lottery Heritage Fund Project, which aimed to celebrate Nightingale's bicentenary in 2020, and this temporary role is financed by their generous support. You will assist to recruit, train and develop volunteers and help build community links. You will also support the development and delivery of a variety of heritage projects, including on-line content and on and off-site events, including the 2021 Lord Mayor of London's Show and a memorial service to be held at St Paul's Cathedral. You will also support management of the project budget and project evaluation, whilst facilitating 'Open Days' at the museum in what is likely to be a challenging but exciting time in our development.

2 Principal duties and responsibilities

Specific:

- Assist to recruit, train, develop and support volunteers to assist with a variety of heritage tasks, working to best-practice standards in volunteer management agreed

with the Museum Director.

- Work with the Site and Collections Co-ordinator and other colleagues to create digital content, including working to embed and update the 'Ehive' collections database.
- Support the development, implementation and management of the "Nightingale 2020" events programme, which will be hosted at the museum and at partner sites. The emphasis should be in engaging a broad cross-section of the local community, nurses and family audiences, with particular efforts to engage under-represented audiences.
- Lead informative and engaging short talks and museum tours promoting Nightingale's bi-centenary, her achievements and ongoing relevance today, acting as an ambassador for the museum and the project with members of the public and press as required. These talks could be based on site, in the community or be conducted on digital platforms and will engage a variety of audiences and backgrounds.
- Assist with all aspects of opening the museum on 'Open Day's during the emergence from the pandemic, acting as a point of contact to members of the public and volunteers.
- Assist with monitoring and reporting of the project budget, working closely with colleagues to ensure best-value and accurate accounts.
- Help devise and support project evaluation, working with your colleagues and consultants to produce data and an informative report to accompany the project and assess project outcomes.
- Assist in giving this project a strong presence within the media and on our website, including producing engaging social media project and supporting conversations with mainstream media and press.
- Assist to produce marketing materials with accuracy and efficiency, recognising strong imagery and the importance of clear messaging.

Generic:

- Assist to provide a warm visitor welcome and strong customer service within the admissions area and gallery spaces, working to VAQAS standards. You will proactively lead colleagues and engage customers whilst being a friendly and informative security presence, taking care to safeguard the Museum, its visitors, collections and your colleagues.
- Take personal responsibility and a pro-active approach for own career, skills and knowledge development.
- The role will be required to assist in the event of emergency evacuations and salvage, including visitors, colleagues and the museum collection.
- Act as a support Duty Manager from time to time as part of a rota.
- Any other duties considered to be appropriate to the grade of pay.

3 CONDITIONS

Annual leave of 20 days plus 8 Bank Holidays (pro rata)

Over-time payments will usually be made for additional hours but must be agreed by the Director in advance. This includes support of the evening events programme which all staff are required to participate in on a rotational basis.

The Museum Trust operates a stakeholder pension scheme. Further information is

available from our accounts department.

Pay awards are subject to annual review and recommendations of the trustees with the performance of the business critical in influencing this.

Adherence to the following policies and procedures is expected. I) Sickness ii) Equality & Diversity iii) IT iv) Volunteering v) Disciplinary and Grievance vi) GDPR

4 All staff are expected to maintain high standards of customer care, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

5 All staff are expected to adhere to GSTT No Smoking Policy whilst on the hospital site.



Person specification

**Job title: Job title: Nightingale 2020 Project Officer
Temporary Contract (ending 14 November 2021) – 18.75 Hours.**

Numbers and grades of any staff supervised by the post holder: None. However, the post holder will be vital to the continued development of volunteering at the Museum, including acting as first point of contact and project lead, building a team of volunteers.

Post holder's immediate supervisor: Site Operations & Collections Co-ordinator

Date: April 2021 (Updated from the previous role vacated in January 2020).

Areas of responsibility/ requirements	Requirements	Measurement				
		P	A	T	I	D
Qualifications & Knowledge	<p><i>Essential:</i></p> <ul style="list-style-type: none">• There are no formal qualifications required for this post. It is however a requirement that all staff are numerate and highly proficient in the English language in the oral and written form.• A strong knowledge of IT, particularly use of email and social media and the ability to develop accurate word, excel and power-point documents and maintain the museum website.• Knowledge of heritage and museum projects involving the community engagement and partnerships.• Knowledge of best-practice within volunteer management		✓	✓	✓	

	<ul style="list-style-type: none"> An interest in history, museums/visitor attractions/heritage, medical science <p><i>Desirable:</i></p> <ul style="list-style-type: none"> Short courses or seminars relevant to the role and/or a museum qualification An interest in the contemporary 'nursing world' and it's developments Knowledge of GDPR 		✓		✓	
Skills	<p><i>Essential:</i></p> <ul style="list-style-type: none"> The ability to recruit, train, develop and inspire volunteers, following best-practice guidelines. The ability to develop meaningful partnerships with individuals, communities and other organisations The ability to learn historical information quickly and share it with others accurately and succinctly in the oral and written form with accuracy, in a style that engages support and interest. Budget management skills IT skills, including working maintenance of websites and social media. Appreciation of museum objects and heritage settings and their relationship to story-telling, understanding the needs of different audiences 		✓		✓	
Experience	<p><i>Essential:</i></p> <ul style="list-style-type: none"> Experience of leading volunteers and inspiring high standards of commitment and performance from the, whilst ensuring a mutually beneficial relationship with the volunteer feeling fulfilled and appreciated. Experience of supporting events and activities within a customer focused setting. Experience of leading talks and activities. <p><i>Desirable:</i></p> <ul style="list-style-type: none"> Experience of establishing volunteer projects and initiatives Experience of working with grant funded projects, possibly with schools or community groups Experience of project evaluation, including 		✓	✓	✓	

	<ul style="list-style-type: none"> user-surveys and compiling reports • Experience of using 'Ehive Collections Management Software' • Experience of producing marketing materials with a proven ability to write text and proof read 		✓ ✓		✓ ✓	
Personal Attributes	<p><i>Essential:</i></p> <ul style="list-style-type: none"> • Leadership and role-modelling skills appropriate to helping to inspire and motivate junior staff and volunteers. • Ability to work within a diverse team and with diverse audiences, recognising the needs of others. • Confidence to work on aspects of the job description alone, making a realistic assessment of risk whilst motivating oneself to meet targets and maintain standards. • A strong eye for detail and good organisation skills • Ability to remain calm under pressure within a changing environment which responds to customer needs and visitor trends, taking a flexible approach to tasks. • Willingness and ability to work the first weekend of every month and possibly others. Availability on Mondays and Friday's preferred. • An understanding of being an ambassador for the Florence Nightingale Museum, protecting its reputation and spirit. • Willingness to follow and adopt the corporate style of presentation including following the Museum dress code and wearing uniform as required. • Willing and able to work both on site and in community venues during the pandemic re-emergence, conducting risk-assessed activities in close but socially distanced contact with others. 			✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence

Prepared by/author: David Green – Museum Director

Date: April 2021

