



Job description

Job title: Community Project Officer: 'From Scutari Hospital to NHS Nightingale: The British Hotel to Seacole Recovery Centres'.
Part-time: 3 days per week (22.5 Hours). Fixed Term Contract . 10 months. Supported by National Lottery Heritage Fund.

Numbers and grades of any staff managed by the post holder: No line management responsibility for staff but occasionally the postholder may be first point of contact for junior colleagues. The postholder will be a key contact for site volunteers, supporting their line management.

Post holder's immediate supervisor: Museum Director, with the support of the Learning Manager

Hours: Paid 7 hours 30 minutes per day. (An unpaid lunchbreak of 30 or 60 minutes will be agreed with the Learning Manager as per business needs).

Hours of work: This post offers some flexibility with working hours. A standard day would typically be 9.00 – 5.30 with an unpaid lunchbreak of 60 minutes. This position will work the equivalent of one weekend in three.

Place of work: This position will be based at the Florence Nightingale Museum, but will also be required to travel to community venues for the better performance of duties.

Salary: £24,000 pa pro rata (£14,400 pa for 3 days.) Over-time will be paid on a mutually agreed basis for additional hours from time to time.

1 Job purpose

This role will play a key part in delivering the museum's National Lottery Heritage Fund project, 'From Scutari Hospital to NHS Nightingale: The British Hotel to Seacole Recovery Centres'. The position is funded on a temporary contract with their generous support, thanks to the #Dynamic Collections scheme.

You will assist to recruit, train and develop community participants and volunteers, and instigate community links to assist with the creation and delivery of a variety of heritage components, including physical and on-line exhibitions, live interpretation, schools resources and events. Your workload will be influenced by the need to impact upon participants skills development, well-being and community cohesion.

This role will support management of the project budget and project evaluation, whilst gaining an understanding of the operation of the wider museum and the heritage sector, working closely with the nursing profession and military personnel and veterans groups, as well as our other visitors.

2 Principal duties and responsibilities

Specific:

- Assist to recruit, train, develop and support volunteers and community participants to assist with a variety of heritage tasks, working to best-practice standards in volunteer management agreed with the Museum Director and Learning Manager.
- Provide day to day support and leadership of community participation in all aspects of the 'From Scutari Hospital to NHS Nightingale: The British Hotel to Seacole Recovery Centre's' National Lottery Heritage Fund project, devising ways to involve volunteers, community groups and partners in the co-curation of the project and its implementation.
- Work with the Director and Visitor Services, Collections Manager and other colleagues to support the research, development, co-curation and maintenance of the British Military Nursing gallery space, on-line exhibition and pop-up exhibition.
- Play an active part in the creative process, supporting the in-house team and appointed consultants, including contributing ideas.
- Lead on producing the schedule for the touring programme for the project's 'pop up' exhibition and associated events, developing relationships with partnership venues.
- Support the research, development, implementation and management of a series of online and on site talks supporting the project. The emphasis should be in engaging a broad cross-section of the local community, tourists, nurses and military personnel, with particular efforts to engage under-represented audiences and those who do not regularly engage with heritage.
- Personally lead informative and engaging short talks and museum tours promoting the project and the relevance of Nightingale and Seacole to today's military nurses.
- Assist with monitoring and reporting of the project budget, working closely with colleagues to ensure best-value and accurate records and accounts.
- Help devise and support project evaluation, working with your colleagues and specialist consultants to produce data and an informative report to accompany the project and assess project outcomes.
- Assist in giving this project a strong presence on social-media, helping to produce engaging posts to support the project and highlight successes.

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 23 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



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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 both 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 websites. Knowledge of heritage and museum projects, including exhibitions and events involving the community engagement and partnerships. 		✓	✓	✓	
			✓		✓	
			✓		✓	

	<ul style="list-style-type: none"> • Knowledge of best-practice within volunteer management and relevant safeguarding <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 history, museums/visitor attractions/heritage, nursing/military heritage • An interest in contemporary nursing and/or military history • Knowledge of GDPR 		✓		✓	
Skills	<p><i>Essential:</i></p> <ul style="list-style-type: none"> • The ability to assist to recruit, train, develop and inspire volunteers and participants, 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, 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 • A flexible approach to work and willingness to be play a full part in a small team <p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Evidence of skills that enhance others skills, well-being and community cohesion 		✓		✓	✓
Experience	<p><i>Essential:</i></p> <ul style="list-style-type: none"> • Experience of working with volunteers and inspiring high standards of commitment and performance from them, whilst ensuring a mutually beneficial relationship with the volunteer feeling fulfilled and appreciated. • Experience of supporting events and activities within a customer focused setting. <p><i>Desirable:</i></p>		✓	✓	✓	✓

	<ul style="list-style-type: none"> • Experience of helping to establish new volunteer projects and initiatives • Experience of developing physical and/or on-line exhibitions within a museum or similar setting • Experience of working with grant funded projects • Experience of project evaluation, including user-surveys and compiling reports • Experience of project management 		✓		✓	
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 some weekends and some bank holidays and occasional evenings as part of a small team. • 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. • Ability to travel to meetings across the UK from time to time, some of which may necessitate staying away from home. 			✓	✓	✓

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

Prepared by/author: David Green **Date:** May 2022

Job title: Museum Director