

Job description

Job title:	Community Participation Manager		
Department:	Audience & Programme	Contract:	Fixed Term
Reporting To:	Participation & Learning Manager	Hours per week:	37

1. Job purpose

To develop and deliver the community participation programme for York Museums Trust. Take responsibility for research, relationship management and project management under the direction of the Participation & Learning Manager, in order to deliver the relevant areas of the YMT's community participation programme.

To identify and work with marginalised, underrepresented and minority individuals and groups across York, the wider region and more widely, building and developing relationships to ensure that the needs, perspectives and experiences of these groups inform the development of York Museums Trust's collections, public programme and the development of new ways of participation in our public offer.

Embed best practice in engaging with marginalised groups in a museum and heritage context across York Museums Trust from an operational and strategic perspective.

2. Dimensions

Budgets – Responsibility for a Participation budget of c. £30k.

Line Management

- Directly managing contractors or project personnel
- Contractors and project officer(s) (subject to external funding)

Role Impact

- Lead participation and community engagement programmes and initiatives to increase passive and active participation, particularly by marginalised, underrepresented and minority individuals and groups
- Ensures all participation projects are informed by best practice in co-curating and community engagement and reflect YMT's vision, mission and values
- Ensure that YMT's programme and product development is informed by audience, market and community intelligence
- Manage relations for YMT with key public and third sector organisations
- Raise the profile of YMT and manage the reputation of the Trust

3. Principal accountabilities

Core Responsibilities

- Identify and manage relationships with key groups and potential partner organisations, groups and individuals in York and the wider region, with a particular emphasis on marginalised, underrepresented and minority communities and experiences
- In partnership with other managers, develop, monitor and deliver YMT's Audience Development and Participation Plan (or equivalent)
- Collaborate with Curatorial, Public Engagement and MarComms teams to develop YMTs approach to engaging local underrepresented and underserved audiences, and to identify and work with a range of partners to develop our approach to participation and volunteering
- Work with community partners and stakeholders to develop and manage the delivery of Community Participation projects or programmes that deliver YMT's Audience Development and Participation Plan and Business Plan objectives.
- Lead YMT pilot initiatives to attract and retain community partners and other volunteers to collaborate on shared initiatives and projects
- Provide expert support to the Audience & Programme and Visitor Experience teams in the development and delivery of a diverse and inclusive public programme
- Other duties may be required from time to time which are consistent with the grading of this post

Management

- To manage contractors or project personnel, setting plans, deliverables and workload
- To ensure that HR is aware of CPD opportunities in co-curation and community engagement
- To maintain a CPD programme for community partners and volunteers according to programme or project need
- To manage project and programme budgets in a strategic fashion, ensuring spend is allocated appropriately
- To develop effective strategic partnerships with agreed organisations, including York CVS

Other duties/responsibilities

- Promote, develop and advocate for equity, diversity, inclusion and anti-racism within the Trust.
- Work in accordance with Trust procedures and all relevant legislation e.g. Health and Safety, Data Protection and Equal opportunities.
- Other duties may be required from time to time which are consistent with the grading of this post

4. Key performance measures

- Key individuals, groups and potential partner organisations are identified. Relationships are managed and sustained
- Participation projects are identified, developed and delivered according to plan and budget

- New and existing community participants are effectively targeted and measured using data and insight
- Increased participation by marginalised, underrepresented and minority groups and individuals with York Museums Trust
- Increased participation by volunteers and placement that deliver YMT objectives

5. Knowledge, skills, experience and behaviours

Knowledge

- Degree in a relevant subject or equivalent experience
- Professional qualification or relevant experience relating to community engagement or development
- Good understanding of best practice community engagement and development
- Understanding of Audience Development and the ability to use evaluation to improve programmes and project

Skills

- Strong organisational skills
- Excellent written and oral communication skills
- Strong ability to manage complicated information and data sources
- Strong interpersonal and relationship management skills
- Good IT and digital skills
- Good management skills including approaches to innovation, working in changing environments and problem solving
- Ability to collaborate effectively with colleagues, staff, external stakeholders, consultants, trustees, and senior managers
- The ability to multi-task while meeting deadlines

Experience

- Experience of working with diverse communities
- Experience of community co-curation work in the heritage, museum or arts sector.
- Experience of project management including budgets of over £15,000

Behaviours

- Committed to diversity and inclusion with demonstrable experience of making programming and participation accessible
- Places sensitivity and empathy with marginalised and underrepresented communities at the heart of engagement work
- Capacity for autonomous working
- Proactive problem-solver
- Excellent team worker
- Commitment to Continuous Professional Development for self and colleagues, including sharing of best practice
- Commitment to and advocacy of equity, diversity, inclusion and anti-racism and understanding how these apply to the role
- Commitment to environmental sustainability

6. Key relationships

- Participation & Learning Manager
- Senior Curators, Curators and Associate Collections Curators
- Visitor Experience Team
- Mar/Comms Team
- Identified priority geographic communities in York, North Yorkshire
- Identified priority communities of experience
- Creative Learning Producers
- Volunteer Coordinator
- Audience Analyst