



HECKINGTON WINDMILL TRUST

Engagement & Development Officer

Job Description

Introduction

Heckington Windmill is a vibrant attraction where visitors can explore the themes of food, natural power and our history based on the unique working 8-sailed windmill. The site is run by volunteers of Heckington Windmill Trust, which is a registered charity and an accredited museum.

Heckington Windmill Trust open and operate the windmill for the benefit of the public and the site includes an award-winning Visitor Centre & Museum, Bakehouse, Tea Rooms and Brewery (leased to the 8 Sail Brewery).

The windmill and site is currently open on Friday, Saturday and Sunday during the year and for 2 additional days during the school summer holidays.

This is a National Lottery Heritage Fund funded role.

The aim is to attract a wider audience and develop dynamic visitor experiences at Heckington Windmill. This will be through wider promotion of the windmill, increasing the number and range of activities, events and experiences on site, with the intention of maximising revenue streams. The role will involve building on the firm foundation of existing volunteer teams and include recruiting new volunteers along with the development of the current team. You will need to work with volunteers building on their existing skills, supporting them in developing their roles and co-ordinating them and their teams in order to meet the project outcomes.

Reporting

The Engagement and Development Officer is responsible to the Trust Board of the Heckington Windmill Trust

Location

The role is based at Heckington Windmill, Heckington. Living within a short journey of the site would be desirable.

Hours

The role is part time of 30 hours per week, generally working every Friday, Saturday and Sunday and one other day during the week by arrangement. This is a 3 year fixed term paid contract, with the possibility of extending subject to funding.

Salary is £26,000 pro rata. There is the flexibility to take one weekend a month off, working the necessary hours during the week instead. Working hours will be flexible as the site is only open at weekends, with the requirement to attend some evening meetings and one-off special events.

Overview of Role

The Engagement and Development Officer must demonstrate the capability and sufficient experience to carry out the duties listed below to manage the site and volunteers.

The primary responsibilities are:

- To promote the windmill and its facilities and to develop activities and events that will be additional revenue and visitors to the Trust.
- To work with existing volunteers and recruit new ones to the windmill, ensuring that site is effectively run and managed
- To work to develop and implement an Audience Development Plan that targets the widest possible audience, focusing on our key project outcomes.

Operational Duties

- Deliver the activities within the Audience Development Plan to achieve the National Lottery Heritage Fund outcomes, liaising with external providers, team leaders and volunteers as necessary
- Work to recruit new volunteers and take oversight on inductions and Health & Safety for volunteers, developing a new volunteer handbook
- Implement a training matrix for new and existing volunteers identifying strengths and skills, supporting team development and organising training for skill gaps
- To actively promote the windmill site and activities via social media, and other forms of marketing
- To work with the Trustees on budget management to ensure all expenditure is cost effective and achieves good value
- Maintain a rota of volunteers to ensure there is sufficient cover for all periods when the site is open, and to ensure there is sufficient staff for known busy periods and events
- Work closely with the volunteer team leaders to ensure the site is run effectively and efficiently to enable the best visitor experience
- Be conversant with Health & Safety policies, particularly those pertaining to risk, working with the Trust Board to ensure all Health & Safety procedures are adhered to
- To work with the Trust Board on fund raising, including completion of grant applications
- Be conversant with the HWT policies and contributing to their upkeep in line with Museum Accreditation
- Be a member of the Operational Teams Committee, attending meetings as required to ensure the smooth operation of the visitor services on site.
- Work with the Trust Board to reduce the environmental impact of the site
- To produce regular progress updates and report back to the Trust Board

Person Specification

Essential

- Experience of working in the heritage sector, events management or visitor services
- Experience of dealing with the public, staff and volunteer management
- Experience of Health & Safety
- Computer literacy, including MS office
- A good level of written and spoken English with good communication skills
- Ability to develop strong, positive relationship and inspire confidence quickly
- Ability to enthuse and motivate others
- Ability to work confidentiality with little supervision
- An understanding of audiences, social media, audience development and growing visitor numbers
- Be practical and able to respond to challenges quickly and effectively
- Willingness to be hands on and get involved as required

Desirable

- Hold a degree in Heritage or similar field
- Experience of budget management
- Some experience of looking after a site with a wide range of facilities and/or facilities management would be an advantage
- Be physically fit to set up events and rooms
- Must live within easy reach of the site

Heckington Windmill Trust is an equal opportunities employer committed to providing employment opportunities to all.

The successful applicant will need to be DBS checked.