**Job Description**

**Cultural Education and Engagement Officer**

**Level: 7**

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| **Responsible To:**  | **Responsible For:** |
| Culture and Heritage Manager | NA |

**About the job:**

To develop and deliver an exciting and creative engagement and educational programme for Chorley and South Ribble working across the boroughs and our key assets including Astley Hall, Worden Hall and South Ribble Museum.

**Role:**

* To be responsible for the development, delivery, and improvement of the engagement and education provision for our councils.
* Developing a programme of activities to bring the culture, heritage and stories of our boroughs to life.
* To support the Culture and Heritage Manager in the delivery of the councils’ Cultural Strategies.
* To play an influential role in shaping the visitor experience at our cultural assets with high quality engagement activities, bringing in new and diverse visitors.
* To lead group visits and open sessions, coming up with new ideas to encourage more people to engage with the heritage and culture of our boroughs.
* To support the development and delivery of an artists’ network.
* To work in partnership with schools, community groups, volunteers, stakeholders, and casual museum attendants.
* To ensure compliance to regulations including those relating to Health and Safety and GDPR.
* To be plan and keep records for the councils’ educational budget.
* To work outside of normal working hours to deliver sessions and services as required.
* To have key holder responsibilities.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* A good standard of education or equivalent relevant experience

**Experience**

* Experience of working with the public
* Experience of working within a cultural service
* Experience of working in an engagement / education role
* Experience of leading groups
* Experience of organising activities/clubs/sessions/ events

**Knowledge**

* Knowledge of current curriculum topics and relevant legislation for schools
* Knowledge of health and safety procedures
* An understanding of creative approaches that will engage people with culture and heritage

**Skills & Abilities**

* Excellent customer service skills
* Excellent communication and interpersonal skills
* Ability to prioritise work and meet deadlines
* Ability to work as part of a team
* Ability to develop new ideas and initiatives
* Weekend working and working outside of normal office hours as required

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.