

Heritage and Volunteer Manager

Job title:	Heritage and Volunteer Manager
Responsible to:	Creative Director, Grand Junction
Location:	Grand Junction, St Mary Magdalene's Church, London W2 5TF
Hours:	Full time (35 hours per week)
Salary:	£35,000
Duration:	Fixed term contract for 2 years (with the possibility of extension)

Background

About Grand Junction at St Mary Magdalene's

Grand Junction at St Mary Magdalene's (run by local charity Paddington Development Trust) is a multi-artform venue engaging with local people through arts and heritage based activities for adults and young people. We also deliver a thriving public arts and heritage programme, including concerts, tours, family theatre, and talks. Our aim is to promote wellbeing, educational opportunities, and community cohesion through the provision of inspiring and high-quality arts and heritage.

Ten minutes' walk from Paddington Station, beside the Grand Union Canal, St Mary Magdalene Church is one of the finest neo-Gothic churches in the country. Grade 1 Listed, it was built in the 1860s and 70s by the great Victorian architect G E Street, who orchestrated the very best artists and craftsmen of the day to produce a masterwork combining architecture, sculpture, stained glass, and arguably the most remarkable painted ceiling in an English parish church. From the mid-20th century the church fell into disrepair. It has now been lovingly restored and a beautiful new building has been added alongside, designed by Dow Jones Architects, which provides a café, learning studio and visitor facilities.

As part of our wider programme, the church is now open regularly for visitors, allowing enjoyment of its astonishing architecture by a much wider audience. Since opening in 2019, despite the pandemic, we have welcomed over 140,000 visitors and worked with over 25,000 participants.

Westbourne Ward in North Westminster is one of the most deprived in London and our project is committed to working with local people to create a leading arts and cultural space that is a point of pride for the community. We have also become a destination for wider London audiences, known as a stunning music venue, for our low-cost family theatre, as well as our high-quality and free tours. At the heart of Grand Junction is the idea of bringing together different communities, bridging some of the parallel worlds of 21st century London.

Further information at: www.grandjunction.org.uk

About Paddington Development Trust (who manage Grand Junction)

PDT was formed in 1998 by local residents who remain at the heart of everything we do. Our mission is to bring people together and support them to take charge of their own individual and shared futures.

We do this through volunteering projects, supporting people into employment, self-employment and training and through projects that enhance the built environment and provide additional facilities for local people.

Further information at: www.pdt.org.uk

Job Description

Purpose of the Job

Grand Junction offers a busy heritage programme run in co-creation with the local community and volunteers. Volunteers are also able to fulfil roles in the areas of event stewarding, visitor experience, heritage tour guiding, administration, marketing, and research roles.

The Heritage and Volunteer Manager will lead the management and delivery of the Volunteer and Heritage programmes at Grand Junction. You will be responsible for managing the volunteering offer to create a successful volunteering experience. You will work with volunteers and the local community to manage an eclectic, high-quality heritage offer, suitable to the needs of the local community.

You will inspire local people to get involved and ensure that there is sufficient training and development opportunities for them.

You will work closely with PDT colleagues to ensure consistency of experience across the organisation, as well as looking for partnership opportunities to maximise the development and enjoyment of volunteers and learners.

Your particular focus will be on the **You Are Here** project, funded by the National Lottery Heritage Fund. The project has multiple strands and focuses on using digital outputs to explore the heritage of local community groups, alongside that of our Grade I Listed building and local area.

Volunteer Programme

You will lead Grand Junction's volunteer programme, including an effective recruitment strategy, the day-to-day management of volunteer rotas, ensuring a positive experience for volunteers, and that volunteer roles are aligned with the needs of the Grand Junction programme. Areas of work will include:

- Oversee the delivery of regular information workshops for prospective volunteers and manage a robust and repeatable induction training programme.
- Develop existing and new volunteer roles to maximise the opportunity for people to contribute to the operation of Grand Junction, including the research for, and co-creation of, the You Are Here Project and exhibition programme.
- Develop, promote, and oversee work placement opportunities at Grand Junction.
- Identify volunteer training needs and manage the delivery of person-focused, role-specific training for all volunteering opportunities at Grand Junction.
- Work with other staff across Grand Junction, and PDT more widely, to identify and implement progression routes for individual volunteers and ensure volunteers are celebrated.
- Ensure a diverse volunteer workforce representative of the local community and support volunteers to have a voice in shaping Grand Junction's programme.
- Review existing volunteer recruitment and management systems, implementing new approaches where necessary

Heritage Programme

You will be responsible for leading and managing the day-to-day delivery of our heritage programme, including the NLHF funded You Are Here project. You will be committed to delivering inclusive heritage activities, which celebrate our local communities. At the same time, you will continue to animate the heritage of St Mary Magdalene Church and surrounding North Paddington area for local and wider visitors. Responsibilities will include:

- Oversee the volunteer-led tours programme, including developing new tours in partnership with local people, scheduling and marketing the offer, and ensuring adherence to best practice.
- Create digital interpretation co-created with a panel of local volunteers, trained up in curation and interpretation skills. Upcoming project strands include introducing a new digital tour of the building and commissioning a digital artist to create a site-responsive piece.
- Identify opportunities to engage specific communities in exploring and celebrating their own heritage within the context of the church building and the local area, including upcoming projects with the Caribbean and Arabic-speaking communities.
- Engage with audiences from a diverse range of backgrounds, including organising consultation on the heritage programme that local people would like to see at Grand Junction.
- Co-design and co-run cultural heritage events, activities and exhibitions that resonate with diverse audiences.
- Forge partnerships with local organisations and community groups to expand the reach of our heritage programming.
- Contribute to the marketing of the Heritage programme, led by the Marketing and Digital Manager, including digital marketing and distribution of promotional material.

General Responsibilities

- Ensure the effective evaluation and monitoring of all Volunteering and Heritage programme activities in line with Grand Junction's evaluation strategy.
- Support the Creative Director in the preparation of funding applications, monitoring reports for funders, and ensuring that internal databases are kept up to date.
- Oversee Volunteer and Heritage programme budgets, including day-to-day management of spend, including volunteer expenses, and ensuring that projects stay within budget.
- Create engaging promotional and marketing materials for the Volunteer and Heritage programmes, including posters, leaflets, website content, newsletters, and social media posts.
- Ensure PDT's policies are adhered to at all times.
- To occasionally contribute to delivery of the wider events programme, be willing to work some evenings and weekends, and carry out any other duties within reason requested by your line manager.

Person Specification

Essential:

- At least three-years experience working within an arts or heritage, community, or charity, setting where communities access learning, creative or wellbeing experiences and/or a volunteering programme is delivered.
- Proven track record of managing and producing complex community projects on time and to budget.
- Proven track record of managing and recruiting volunteers, developing engaging volunteer roles, and an eagerness to keep up to date with developments within the sector.
- Understanding of the potential barriers to engaging diverse and deprived inner-city communities as volunteers and participants and experience in employing strategies to overcome them.
- Experience of using a variety of methods to evaluate the success of community and volunteering projects, including writing reports.

- Experience of managing project budgets and managing systems for recording project expenditure.
- Experience of creating promotional and marketing materials and using a range of online tools and softwares.
- Excellent IT and communication skills.
- A 'can-do' attitude, with a flexible and positive approach to work. Ability to problem solve and display agile thinking in a fast paced and changing environment.
- Ability to network with and build strong relationships with people from different backgrounds, showing empathy and building trust, whilst maintaining clear boundaries.

Desirable:

- Experience of fundraising, including the preparation of funding bids.
- Experience of line management of other staff members and freelancers.

Equality and Diversity

PDT is committed to the provision, on a fair and equitable basis, of all our services and all areas of our operations. PDT recognises that discrimination exists and that there is a strong link between discrimination, poverty and lack of opportunity. It is PDT's committed aim to enable access to existing and emerging opportunities and to empower all people, particularly those communities and people who have been excluded from mainstream services.

PDT will not discriminate on the grounds of race, ethnic origin, nationality, religion, culture, gender, sexual orientation, disability, HIV status, age or against ex-offenders. This applies to recruitment and selection, as to all other areas of our work.

Application process

To apply please complete the application form and equality and diversity form and return to recruitment@grandjunction.org.uk. **Please note that CVs will not be accepted.**

We welcome you to contact us if you require special arrangements or reasonable adjustments to be made to enable your application due to disability. Please contact us directly for further information or to arrange an informal conversation about the role: recruitment@grandjunction.org.uk

The closing date for this post is **10 am on Monday 9 June.**

If shortlisted interviews will be held on **16 or 17 June.**