

Job Description

Job Title:	Heritage & Community Manager
Location:	Abbotsford, Melrose
Reporting to:	Chief Executive
Status:	Open ended, Full Time at 35hrs Per Week
Salary:	Grade 7: £38,111 per annum

Employee Benefits

- Pension contributions matched up to 4% of salary
 - Staff discounts for the shop, café, public events and self-catering bookings
 - Work from home policy: 1 to 2 days a week for full-time employees
 - Dog friendly – bring your dog to work
 - 34 days annual leave for full-time employees
 - Free parking – enjoy free walks any time at Abbotsford
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Context

Abbotsford was designed and built by world famous author Sir Walter Scott as both his home and the location for his extensive collection of books and historical memorabilia. After the death of his last descendent in residence, The Abbotsford Trust was created in 2007 and today works in partnership with the Faculty of Advocates in respect of joint ownership of much of the historic collection. Our mission is to 'inspire, inform and engage audiences in the life and legacy of Sir Walter Scott. As custodians of Abbotsford we aim to safeguard the house, collections, gardens and estate for future generations, enabling diverse communities to benefit from all that we care for'.

The Trust is midway through a 10 year strategy – 'Next Generation Abbotsford'. The Heritage & Community Manager leads a team responsible for conserving, managing and developing access to and engagement with Abbotsford and the heritage of Sir Walter Scott. They are central to the delivery of the charity's mission and vision, leading on professional care of heritage buildings and collections, visitor storytelling, and building on our award winning volunteering and community programmes.

Job Purpose

- To act as the internal heritage expert, encompassing collections and built heritage care and access, and the cultural heritage of Walter Scott and Abbotsford.
- To lead on heritage policy, overseeing its delivery and providing guidance to Trustees and colleagues, working closely with key stakeholders including the Faculty of Advocates Collections Trust.
- To lead on visitor interpretation strategy, so that our stories are brought to life in engaging and creative ways across Abbotsford and beyond.
- To lead on community engagement strategy, working closely with fundraising colleagues to secure resources for its delivery.
- To lead on safeguarding and volunteer policy and practice in all areas of the Trust's work
- To oversee staff and volunteers responsible for the delivery of the heritage and community team's work programme.

Scope and Accountability

The Heritage & Community Manager reports to and is line managed by the Chief Executive. They are responsible for the following resources:

- The safe management and conservation of the collections, interiors, any exhibitions, and built heritage
- Line management of the heritage and community team
- Heritage and community annual budget
- All community engagement rooms, facilities and equipment

Key Responsibilities

Collections and conservation management

- Responsible for the Trust's policies and strategies encompassing conservation, care and access of the collections, built and natural heritage, working with the Faculty of Advocates Abbotsford Collections Trust (FAACT) and Trustees as appropriate
- Ensure collections care policies and guidance are understood and adhered to by staff and volunteers across the charity, either providing personal training or bringing in trainers as required
- Oversee contract management of conservation specialists as required
- When time allows, to coordinate research volunteers/academics/interns in order to develop the Abbotsford Trust's knowledge of its heritage and in particular to unlock the potential of its collections

Operational management

- Line management of the House & Collections Manager, the Volunteer Coordinator, and any other project staff or volunteers assigned to additional funded programmes or projects
- Oversight of the heritage and community team's work programme, guiding staff on priorities, timescales and budgets
- Responsible for the heritage and community department's budget, monitoring spend and income and taking corrective action as required
- Support the Volunteer Coordinator by working with other managers to ensure a constructive Trust wide approach to the recruitment and management of volunteers
- Ensure the effective delivery of visitor interpretation across Abbotsford by the heritage team; including provision of high quality tour guides and room stewards, audio tours, guide books, and the exhibition
- Responsible for advising the Chief Executive on heritage and community matters relating to security, fire safety, and health and safety policies and procedures, and ensuring they are adhered to
- As a member of the management team, as part of a dispersed approach to facilities management, take responsibility for nominated services (training will be provided)

Development of the heritage visitor offer

- Responsible for the Trust's Interpretation Strategy, with the aim of providing target audiences with engaging, enjoyable and educational experiences however they interact with the work of the Trust
- Work with colleagues across the Trust as the expert advocate for engaging and creative visitor interpretation and storytelling experiences
- Oversee contractors delivering interpretation and heritage projects as funds and time allows

Community engagement

- Responsible for the Trust's Community Engagement Strategy, with the aim of creating more opportunities for all people to enjoy a shared cultural inheritance

- Safeguarding Policy lead for the Trust, including the provision of training. This to include ensuring the Trust is compliant with Protection of Vulnerable Groups and child protection legislation
- Volunteer Policy lead, managing the Volunteer Coordinator and collaborating with the management team to ensure its execution
- Oversee the delivery of learning programmes and community engagement activities on-site, on-line and in the community, with capacity to deliver dependent on funded staff and freelance support (this will vary dependent on fundraising successes)

Other

- Collaborate with the Chief Executive and Development Manager to help them secure grants and donations in support of the aims of the Interpretation, Heritage and Community Engagement strategies, including the provision of detailed proposals for fundable projects and programmes, and on occasion direct engagement with potential donors
- Engage with networks and partnerships within the charitable, heritage, arts, education, literary, tourism and related communities
- Act as an ambassador for Abbotsford, representing the charity, Walter Scott and his legacy
- Act as Duty Manager on a rota basis including on weekends throughout the year
- Provide support to colleagues and undertake other duties commensurate with the post

Person Specification

Knowledge & Experience

Essential

- Knowledge of the principles of collections care and conservation
- Experience of working in a visitor facing heritage experience
- Experience of managing and supporting staff
- Experience of delivering programmes supported by grant funders and donors
- Experience of working with a variety of stakeholder groups in order to maximise their engagement
- Computer literate and able to work with specialist databases and CRM systems

Desirable

- Knowledge of Scotland's Museum Accreditation scheme
- Experience of developing and delivering community programmes to achieve charitable outcomes
- Understanding of the role of volunteering within a charitable organisation
- Knowledge of the principles of educational programmes within a comparable organisation
- Experience of developing online content and tools for public and/or educational audiences
- Experience of developing and delivering new exhibitions
- Professional background and academic qualifications in a relevant field
- Membership of a relevant professional body
- Knowledge of the heritage context to Abbotsford, house and collections, the works and legacy of Sir Walter Scott

Skills and Abilities

Essential

- Ability to lead, manage and develop a team of staff and volunteers
- Ability to manage a complex work programme by prioritizing, delegating and/or contracting out tasks, and where necessary adjusting plans to take advantage of unforeseen opportunities
- Strong planning and organisational skills, including ability to deliver to multiple priorities whilst retaining a thorough attention to detail
- Excellent creative, analytical and evaluative skills, including the ability to develop strategic plans and lead on their delivery
- Excellent verbal and written communications skills including ability to deliver presentations and write engaging public content
- Ability to work collaboratively and consultatively with a wide range of stakeholders
- Flexible approach to work and willingness to multi-task within a small organisation.

Personal Qualities and Requirements

- Interest in and commitment to The Abbotsford Trust's mission, vision and values
- Commitment to own and others' continuous professional development
- Commitment to Equality and Diversity and understanding of how they apply within a heritage and customer service environment
- Ability to work occasional unsociable hours (evenings, weekends, bank and public holidays)