

Groundwork South & North Tyneside



JOB DESCRIPTION

JOB TITLE	Programme Lead – Visitor Experience
SALARY	£24,645 - £29,590 per annum, pro rata
REPORTS TO	Head of Communities and Culture
LOCATION	South and North Tyneside
TERMS & CONDITIONS	22.5 hours per week; will include weekend and evening work. Standard terms and conditions apply.

JOB SUMMARY

Groundwork South and North Tyneside has been changing places and changing lives in Tyneside for over 30 years.

We are a busy, diverse charity with an excellent track record in partnerships and the delivery of quality projects including Jarrow Hall Anglo-Saxon Farm, Village and Bede Museum; a world-unique visitor attraction and cultural heritage site, and West Boldon Lodge – Environmental Education Centre. We are looking for a motivated and flexible individual to work with the Head of Communities and Culture to take forward our work.

The role is a highly-visible one which will see you working alongside our staff and volunteers to deliver an ever-more exceptional experience to our broad audience of families, academics, cultural tourists, school children and more.

Working alongside your colleagues and the wider Groundwork team, the role will help develop the Trust delivery of the following strategies and actions:

- Delivery of Jarrow Hall 15Yr Master Plan – 1300 years of Bede: a Climate Changed
- Management of Visitor Services team incorporating staff and volunteers
- Supporting our Collections and Engagement Coordinator to deliver our accreditation action plan and development of exhibitions
- Support our Events and Activities Coordinator with implementation of Visitor Events and Activities Programme
- To develop relationships and partnerships, within Groundwork and externally.

KEY TASKS

Based on the above delivery of our Cultural and Heritage strategies and actions linked mainly to Jarrow Hall, your role encompasses six key areas:

1. Business development
2. Staff and volunteer management
3. Operational and financial performance management
4. Reporting
5. Quality and Standards
6. Community and Audience Development

Business development

- Working with our wider Groundwork teams to deliver a robust, memorable events programme.
- Supporting the production of a high quality online profile, and the development of new channels.
- Constantly improving our visitor experience, building our reputation and encouraging return visits.
- Fostering a high level of knowledge of our offer and programme across our team.
- Acting as an ambassador for Jarrow Hall and Groundwork representing our best interests.
- Ensuring the delivery of the remit meets the core vision and aims of the Trust.

Staff and volunteer management

- Line Management of staff and volunteers, overall responsibility for team including shift planning, timetabling and allocation of work
- Work with Head of service to recruit and select project staff and volunteers
- Motivating, inspiring and supporting our staff and volunteers to reach their full potential.
- Manage staff attendance and performance including development of training plans
- Coordinating and inspiring our teams to deliver an unforgettable world-class experience to all.
- Overseeing daily site operations as required, including open and close procedures.
- Developing our people with fulfilling, meaningful projects and activities.

Operational and Financial Performance Management

- Budget planning and reporting against our short and medium-term targets.
- Regularly reviewing financial performance against our business plan.
- Work with Head of service to identify areas for improvements or adjustments to support programme growth and development
- Being directly responsible for all programme areas, from inception through to completion.
- Supporting our long-term resilience goals, helping establish and maintain a viable business operation.
- Secure and manage external grants, corporate sponsorship and donations with support from our Business Development Manager and Head of Service.
- Timely claims and invoicing
- Responsibility for project related Service Level Agreements and contracts

Reporting

- Prepare monthly performance monitoring reports to Head of service

- Assisting in accurate and timely reporting to funders, contractors and local authorities.
- Completing internal reporting for support teams, including Human Resources and Finance.
- Presenting to the executive team on progress, successes and future opportunities as needed.
- Supporting the annual business planning process through contributing to our ambitions and vision.

Quality and Standards

- Review visitor feedback and compliments, and implement learning to retain Trip Advisor score..
- Capturing of case studies and outcomes to further demonstrate our impact on communities.
- To monitor the quality of service delivery through evaluation & review
- To report areas for improvement to Manager, and implement agreed actions
- To support the implementation of Quality Standards within Groundwork
- Contribute to improvement plans relating to Trust wide activities including policies, procedures, systems and processes
- To act as representative on all quality related task groups within the trust, ensuring information is effectively passed to team

Community and Audience Development

- Working with our Communities Team to develop new initiatives, widen interest and create access for all.
- Use audience finder data and local / regional information to develop appropriate programmes, activities and events.
- Engage with local groups, universities and cultural venues to develop new innovative projects and programmes that further the aims of the site and engage wider audiences.
- Engaging with our community – local, national and international – to develop their love for our site.

HEALTH & SAFETY

- To oversee the H&S Management of site activities in-line with Groundwork’s Health & Safety Policies and Procedures to ensure staff, volunteers and general public are safe at all times
- To liaise with the Trust’s H&S Lead and External Consultant on H&S matters relating to sites, activities and operating procedures

ADDITIONAL RESPONSIBILITIES

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
- Duties and responsibilities outside of the general scope of this grade of post will be with the consent of

the post holder.

- The post holder is required to carry out the duties in accordance with the company's Equal Opportunities Policies
- A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults, and reporting any concerns.
- To be aware of, and comply with, all measures to support our environmental standard ISO14001

PREPARED BY:	Rebecca Maw
DATE:	May 2022