

Programme Lead – Visitor Experience



Person Specification (requirements to carry out this role)

	Essential (E) Desirable (D)		Assessment Method
Education, Training & Qualifications			
Educated to degree or equivalent in a related discipline		D	A
English and Maths to Level 2 or equivalent	E		A
Evidence of continued professional development		D	A
Health and Safety Qualification		D	A
Safeguarding training		D	A
First Aid qualification		D	A
Experience			
Experience of working within culture, arts, community or heritage sector	E		A / I
Proven track record of partnership working	E		A / I
Experience of programme planning and implementation; project and performance management; managing and reporting on budgets; and working with volunteers	E		A / I
Experience of supporting and developing staff and volunteers	E		A / I
Experience of managing front of house teams		D	A / I
Knowledge			
Knowledge of community development and engagement methodologies	E		A / I
Knowledge of Anglo-Saxon time period and/or St Bede		D	A / I
Knowledge of Health and Safety management including safeguarding.	E		A / I
Knowledge of events, activities and programmes that appeal to families	E		A / I
Skills and Abilities			
Ability to work alone and part of a wider team	E		A / I
Ability to develop effective working partnerships with a wide range of stakeholders	E		A / I
Ability to prioritise workloads	E		A / I
Excellent written and verbal communication skills, including report writing and presentations	E		A / I
Excellent research and analytical skills	E		A / I
Ability to work effectively under pressure and handle challenging priorities	E		A / I
Proven Leadership Skills; approachable with the ability to enthuse others	E		A / I
Take a proactive approach to problem solving, being innovative and creative and taking ownership of delivering outcomes	E		A / I
Personal Qualities and Commitments			

A commitment to understand and follow all Groundwork core policies in all work practices	E		A
Willingness to support the programme team out of hours, including evening and weekends.	E		A
Access to own transport in the course of your duties.		D	A / I

Assessment Key:

A (application form), **I** (interview), **P** (presentation), **E** (exercise), **R** (role play)