



## **Main Duties and Responsibilities:**

### **Participation Producer**

- A. Schools and colleges
- B. Public
- C. Community

Role family: Content

Line Manager: Community & Public Programme Manager

### **Management / Supervision:**

n/a

### **Areas of responsibility and accountability:**

#### **Overall Purpose of the Post**

- To lead on the delivery of the NFM schools programme, linked to the museum's social purpose; promoting equality of opportunity through football heritage
- To develop the museum's schools offer for local target schools and identify new audiences
- To lead on the running of the museum's volunteer programme. Including education & academic placements and micro-volunteering opportunities
- Support the Community & Public Programme Manager with review of current schools offer

#### **Key Responsibilities**

- Support Community & Public Programme Manager with review of current schools offer
- To work with Community and Public Programmes Manager and the Marketing team to ensure that there is a promotional plan within the overall Learning and Communities strategy
- To act as a chief advocate at workshops, events and meetings to promote the NFM and the Community programmes to targeted groups
- Support and manage external artist/facilitator-led engagement museum activities
- To work with the Community and Public Programme Manager to develop and manage an efficient automated booking system and provide up to date information on the programmes
- To be the first point of contact for all school enquiries, meeting and greeting as required
- Produce monthly reports of activities against KPIs

#### **Additional Responsibilities**

- Ensure all activities undertaken are properly risk assessed and meet the requirements of the National Football Museum Health and Safety Policy
- To collate and distribute feedback from groups and learning events to support evaluation and impact recording
- Support with content for department's social media and monthly teacher mailouts
- Develop and manage new 'teacher talk football' forum for local teachers
- Any other duties consistent with the level of the post

**KPIs:**

- Increased feedback / visitor satisfaction for Communities department led activities
- Increase the number of annual engagements and instances of onsite and online participation in formal learning and schools programmes at NFM. With a focus on Manchester City Council schools and programmes

**Health and Safety Responsibility:**

- Employee

**Experience and Knowledge**

Essential

- Experience of co-ordinating bookings and managing enquiries
- Experience of working with a range of audiences and communities to engage and inspire
- Experience of developing and delivering education and training packages
- Experience of working with external contractors on delivery of events and packages
- Understanding of how museums and heritage can support learning and community engagement in a variety of ways

Desirable

- Experience of working in the museum sector
- Knowledge of the National Curriculum and other learning agendas
- Knowledge of, or interest in, the themes covered at the National Football Museum

**Qualities and Skills**

Essential

- Excellent time management skills, and ability to juggle a varied workload
- Self-motivated and able to work both alone and as part of a team
- Ability to speak confidently in public to a range of groups
- Good customer service skills, and ability to engage with a variety of clients on a day-to-day basis to promote and sell programmes
- Excellent communication and negotiating skills
- Able to work towards targets and to evidence progress for KPIs and departmental priorities
- Ability to manage budgets
- Ability to work occasional evenings or weekends, depending on programme need (the current programme requires 1-2 weekend days per month, although this is subject to change)

