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ARTS COUNCIL
ENGLAND



Job Description and Person Specification

Job title:	Events and Programming Officer
Salary:	£23,252, pro-rata (£13,951 per annum, based on working hours)
Working hours:	22.5 hrs per week
Contract type:	3-year fixed term contract
Reporting to:	Operations Manager

About us

Norton Priory Museum and Gardens is a leading visitor attraction in the Liverpool City Region. Situated in Runcorn, Cheshire, the site extends to 42 acres and is recognised as Europe's most excavated monastic site. Spanning 900 years of history, Norton Priory is a key cultural venue, hosting a range of events and from, from April 2023, will become one of Arts Council England's National Portfolio Organisations. This post is directly funded by the Art Council England's National Portfolio programme.

The site is operated by The Norton Priory Museum Trust Limited, an independent charitable trust, which was founded in 1975. Key features of the site include the medieval remains of the priory, the Georgian walled garden, the visitor centre, which includes the medieval undercroft and two exhibition galleries, and the woodland which includes summerhouses, play areas and a stream glade.

We pride ourselves on providing a high-quality visitor experience and a warm welcome to all our visitors, which means customer care is central to all we do. The Trust's mission statement outlines the key elements of the work of the Trust and of the organisation's priorities: *To conserve, champion and celebrate the heritage, landscapes and collections of Norton Priory for present and future generations.*

The varied nature of the work we do also brings opportunities for team members to be involved in a wide range of activities at the site. There is more information about Norton Priory on the website at www.nortonpriory.org.

Your job

As Events and Programming Officer, you will work with the Operations Manager to support and deliver the museum's events and activities offer. You'll be contacting creative partners and other external providers to arrange a high-quality event offer through the year. Much of this work will align to our National Portfolio Organisation programme of work, which includes planning regular weekly experiences for our visitors. Your work will include marketing of, and supporting with, the delivery of events and activities to museum visitors of all ages.

Whilst most of the activities within the programme will be undertaken on site, some of the activity will take place off site at community venues. Due to the nature of the museum and its grounds, some events and activities will be delivered outside, including outdoor theatre performances and activities linked to archaeological excavations.

As well as helping with booking in events and activities and marketing the up-coming programme as far in advance as possible, you'll also be supporting with evaluation and monitoring of activities. This will include reporting of data via the Audience Agency's online portal and providing information as requested for reporting purposes. You will be supported in the gathering of the data by facilitators and other team members, as appropriate.



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You will be expected to work a variety of shifts, which will vary across Monday to Friday, with weekends on a rota basis. Working hours will include evenings and Bank Holidays.

The Trust is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's Office. It is your responsibility to ensure your work on behalf of the Trust is compliant with these regulations.

Key functions of this job

Your work will include:

- Assisting the Operations Manager in compiling a carefully curated range of events and activities across the year, that will engage Norton Priory's key audience groups.
- Working as part of the team, provide 'on the ground' support for delivery of Norton Priory events and activities.
- Assisting with development and marketing of the events programme to maximise income opportunities and engagement levels across events and activities.
- Support with the administration of the events and activities, including booking external providers and ensuring sessions run smoothly and safely.
- Support with the administration of Norton Priory's online ticket booking system (Art Tickets), and liaise with the Volunteer and Digital Coordination to ensure the Norton Priory website and Norton Priory's social media platforms are up-to-date.
- Working with the Operations Manager in responding to feedback from sessions and from the NPO Steering Group to inform and shape future delivery.
- Assisting the Volunteer and Digital Coordinator with supporting volunteers at the site.
- Preparation and set up of equipment and facilities for delivery of sessions (including for off-site delivery) and monitoring of resources to ensure stocks remain consistent with demand.
- Assisting the Volunteer and Digital Coordinator with supporting volunteers at the site.
- Undertaking evaluation and monitoring of educational activities, including collation of feedback.
- Cleaning of spaces and daily checks to prepare for the day ahead, in accordance with the needs and demands of the site.
- Ensuring the safety of all visitors, participants, staff and volunteers at all times in accordance with operational procedures and the Trust's codes of conduct, including the safeguarding of young people and vulnerable adults.
- Providing a warm welcome to all visitors and external providers at all times.

There are also a range of other aspects of the site which all team members are involved in. These include:

- Supporting team members with opening and closing the building at the start and end of the day.
- Providing cover for the front desk as required, for example at lunchtimes.
- Supporting the delivery of weddings and other private hire events. These events will include 'out of hours' working.
- Be part of a culture of continuous improvement, ensuring that Norton Priory remains at the forefront of cultural and creative excellence for the benefit of all.
- Any other duties commensurate with the role.



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Please note that this role is subject to an Enhanced DBS check. A full driving licence and access to a vehicle is also required for this position. A generous pension scheme is also available to successful candidates.

Skills and Experience:

	Essential	Desirable	How Assessed*
5 GCSEs or equivalent, including English and Maths	✓		A
Proven communicator with experience of working with others.	✓		I / T
Experience of working with a diverse range of people to deliver excellent customer service.	✓		A / I
Experience of arranging and/or delivering activities in a cultural venue, or other service-orientated settings.	✓		A / I
A reliable approach, with good organisational and timekeeping skills.	✓		A / I / T
Proactive, with the ability to adapt to change quickly and easily.	✓		A / I
Engaging and enthusiastic, particularly when working with members of the public.	✓		I
Competent IT skills including good working knowledge of Microsoft Office products including Word, Excel and Outlook	✓		A
Ability to work independently and as part of a team.	✓		A / I
Being committed to 'Team Norton', ensuring customer service and company values are upheld at all times through own actions and effective team working.	✓		A / I
Treat colleagues and external partners with respect at all times.	✓		A / I
Protect the reputation and brand identity of Norton Priory Museum and Gardens at all times.	✓		A / I
Values aligned to the organisation's commitment to anti-discrimination and equal rights for all.	✓		A
Ability to work flexible hours, including term time, school holidays, evenings, weekends (on a rota basis) and Bank Holidays	✓		A
Ability to travel as this role includes outreach work.	✓		A
Experience of working in a museum, heritage or other cultural site or venue.		✓	A / I
Experience of working with volunteers, as part of a wider 'on-site' team.		✓	A / I
Background, experience or qualification in relevant subjects – e.g. event-planning, marketing, evaluation / data gathering.		✓	A
Awareness of trends and best practice in the heritage and / or wider cultural sector.		✓	A
Experience of working on externally funded projects.		✓	



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***Note on 'How Assessed' section:**

A	Assessed via information provided on Application Form
I	Assessed as part of the interview process
T	Assessed as part of short Task during interview process