



## **Tavistock Guildhall Gateway Project**

### **Job Description**

### **Development Officer – Tavistock Heritage Trust**

#### **Role Summary**

<b>Job Title:</b>	Development Officer
<b>Working Hours:</b>	Average 18.5 hours per week*. Hours to be worked flexibly on an annualised basis over 7 days a week, including some weekends, evenings and Bank Holidays.
<b>Contract Term:</b>	Two years in the first instance, with possible extension subject to a review of the role and ongoing funding being secured.
<b>Salary:</b>	£25,500 pro-rata (£12,750 based on 18.5 hours per week)
<b>Location:</b>	Tavistock, Devon
<b>Responsible to:</b>	Chair of Tavistock Heritage Trust
<b>Responsible for:</b>	Freelance Learning and Participation Officer, freelance sessional workers; Tavistock Heritage Trust volunteers.

This role is responsible for the daily coordination and management of the Trust's operations relating to delivery of the Tavistock Guildhall Gateway Project, including delivering the Activity Plan and operational management of the newly-opened Visitor Information Centre. It will also become responsible for operational management of the Guildhall Gateway Visitor Centre following the building's redevelopment.

\*Additional hours may be available to support the Trust's wider work programme, subject to additional funding being secured by the Trust. To be discussed further at interview.

**\*\*\* Application Deadline: 5pm on Monday 29 October 2018\*\*\***

#### **1. Background**

Tavistock Town Council (the Council), together with its delivery partner Tavistock Heritage Trust (THT), has secured a grant of £817,800 from the Heritage Lottery Fund (HLF) towards its £1.65M Guildhall Gateway Project.

The project will conserve and repair the Grade II\* Tavistock Guildhall complex and secure its long-term future through new public uses, including as a Gateway Visitor Centre for the Cornwall and West Devon Mining Landscape World Heritage Site (WHS).

The significance of the Guildhall complex, in addition to its imposing architecture and links to the ancient Tavistock Abbey, include its construction as England's' first purpose-built court and police station. The buildings are at the historic heart of Tavistock and its vital role in mining. The project will interpret and open up public access to the Guildhall's historic courtroom and police cells, offer learning and



volunteering opportunities for people of all ages, and provide space for community use.

A 'one-stop-shop' will provide access to Council and other public services. This will be complemented by a Visitor Information Centre initially located in the former Tourist Information Centre adjacent to the Guildhall.

The Guildhall Gateway Visitor Centre and Visitor Information Centre will be operated by the Council's delivery partner, Tavistock Heritage Trust.

The project will build on existing HLF investment in the town through its Townscape Heritage Initiative (THI) fund and return the Guildhall to its historic place at the heart of community and civic life in Tavistock. It will make a significant and long-lasting contribution to heritage-led regeneration and learning in Tavistock.

Construction works are due to commence in 2019, with the Guildhall expected to open to the public in 2020.

## **2. Scope of Role**

This is a new post which has been created to be responsible for the daily coordination and management of the Trust's operations as they relate to the Guildhall Gateway Project, including organising and managing the delivery of the HLF-funded Activity Plan to meet the Approved Purposes of the HLF grant.

The focus of the role during its initial two years' duration will be to organise and manage the delivery of the HLF Activity Plan, to manage the visitor information service and to work with trustees to prepare the Trust for its role as delivery agent for the Guildhall Gateway Visitor Centre. Tasks will include setting up operating policies and procedures; recruiting, inducting and training volunteers; coordinating and managing learning and participation activities; developing and testing volunteer-led guided tours; marketing and communications of the Trust and the Guildhall Gateway Project; managing the Visitor Information Centre; planning for the delivery of the WHS Key Centre Agenda; setting up and opening of the Guildhall Gateway Visitor Centre; coordinating/assisting with fundraising and income generation initiatives relating to the project.

Once the Guildhall has opened to the public (expected to be 2020), the Development Officer will be responsible for the daily management of all aspects of the Guildhall Gateway Visitor Centre and Visitor Information Centre. This will include the ongoing activity programme, and fundraising and income generation to support the Trust's operation of the Guildhall including through retail sales, donations, venue hire and commercial events/activities.

Depending on the Trust's/postholder's success in generating income and/or securing additional funding there may be an opportunity to expand the scope of the role and the number of hours worked.



### **3. Main Responsibilities**

1. Reporting to the Chair of THT, act as Workstream Lead for delivery of all aspects of the Guildhall Gateway Project Activity Plan, ensuring that the outputs and outcomes specified in the HLF Round 2 application are delivered on budget and on time.
2. Manage the project's programme of public events and activities, including bookings, timely promotion and ticket sales. Ensure risk assessments are done for all project activities when the public will be on site and that there is always suitable first-aid provision. Attend events to manage/oversee operational arrangements, to observe them in action, to obtain evaluation feedback from participants, and to assess whether there's a need for change or improvement. Maintain a photographic record of activities for project evaluation and promotional purposes.
2. Commission and manage the freelance Learning and Participation Officer, freelance specialist sessional workers and any other third-party service providers to deliver aspects of the Activity Plan.
3. Recruit, induct, train and manage THT volunteers including lead volunteers, visitor information assistants, stewards, guides and researchers.
4. Organise/roster volunteers to ensure there is sufficient cover for all activities, including the visitor information service. Work with the volunteer team to organise and book events, ensuring that venues are prepared and set up appropriately so that events run smoothly. It is anticipated that the Development Officer will engage and develop lead volunteers for key areas of responsibility (e.g. retail, volunteer coordination, guided tours) who will form an operations group which the Development Officer will chair.
5. Marketing and audience engagement including producing content for THT's website, social and print media. Work closely with the Project Manager and Tavistock Town Council to create and implement a project delivery communications and marketing plan, which ensures that activities appropriately target the project's target audiences and that funders are suitably acknowledged. This will include regularly updating THT's website and social media channels to promote the project's progress.
6. Champion the Guildhall Gateway Project and act as the project's ambassador for activities and events, proactively promoting it to local groups and organisations and giving occasional talks about the project. Network with other tourism/visitor attraction providers in the area to promote the Guildhall Gateway offer and to explore opportunities for cross-working and cross-promotion.
7. Liaise closely with the Project Manager on progress against the HLF Activity Plan programme. Complete monthly dashboard reports and attend Project Team meetings on a regular basis. Produce quarterly media reports (including a selection



of images of activities) for HLF progress reports. Attend monthly Activity Plan delivery meetings with the Chair of THT and the Project Manager.

8. Coordinate with the Project Interpretation Consultant and Learning & Participation freelancer to develop interpretative materials for the Guildhall Gateway Centre.

9. Work closely with the Project Evaluation Consultant to ensure that project outputs and outcomes are captured and measured effectively, such as seeking feedback from event attendees.

10. Coordinate with the architect and builder to plan and arrange safe access for community activities (e.g. hard hat days) during the construction works.

11. Develop and manage operating procedures and practices for the visitor information service including an effective retail function.

12. Purchase equipment and materials for Activity Plan delivery, in discussion with the Learning and Participation Officer and other specialist third-party providers.

13. Financial management of the Activity Plan budget (reporting to the Project Manager as budget holder) and THT's Visitor Information Centre including retail (reporting to the Chair of THT as budget holder).

14. Maintain a safe working and visiting environment by ensuring that all volunteers and freelancers are made aware of and adhere to THT's operating policies and procedures, including health and safety, safeguarding, GDPR and lone working.

15. Coordinate/support the Trust's fundraising and income-generating activities relating to delivery of the Tavistock Guildhall Gateway Project, including managing the Trust's retail operations, visitor donations, chargeable activities and preparing grant applications.

16. Plan for, develop and introduce visitor operating procedures in time for when the Guildhall Gateway Visitor Centre opens to the public in accordance with the Lease between THT and the Council.

17. Attend meetings of the THT Board and other Trust meetings as may be required in connection with delivery of the Guildhall Gateway Project.

18. To undertake such other duties as may be reasonably required to meet the Approved Purposes of the HLF grant.

#### **4. Reporting Lines and Contacts**

The postholder will report to, and be formally line-managed by, the Chair of Tavistock Heritage Trust and will report through him/her to the Board of Trustees.



There is a dotted line link to the Project Manager, to whom the postholder reports in respect of delivery of the Activity Plan to meet the Approved Purposes of the HLF grant. The Development Officer will meet regularly with the Chair of THT and the Project Manager to plan and monitor activity delivery.

On a day-to-day basis, the postholder will work most closely with THT trustees and volunteers and the freelance Learning and Participation officer to plan and organise the practical delivery of activities.

There will be frequent liaison with Tavistock Town Council staff regarding the practical delivery of project activities, such as arranging access to the Guildhall.

There will be regular liaison with project partners and stakeholders, including (but not limited to) the Cornwall and West Devon Mining Landscape WHS partnership, South West Police Heritage Trust, Tavistock Heritage Advisory Forum, Tavistock Museum, Tavistock & District Chamber of Commerce, Tavistock & District Historical Society, Tavistock BID Co., West Devon Borough Council, local schools and colleges.

## 5. Person Specification

<b>Work Experience</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Visitor services management in the heritage sector or at a visitor attraction.</li> <li>• Recruiting, working with, rostering and managing volunteers.</li> <li>• Managing staff and freelance contractors.</li> <li>• Identifying and organising training for staff and volunteers.</li> <li>• Retail and cash-handling experience.</li> <li>• Organising and managing small and large-scale events and activities for diverse audiences from conception to evaluation.</li> <li>• Marketing, including developing, producing and uploading online material for websites, social media and print.</li> <li>• Managing and monitoring budgets to maximise sales and income and to control costs.</li> <li>• Partnership working with other organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Working for a charitable trust.</li> <li>• Organising/managing activities as part of an HLF-funded project.</li> <li>• Fundraising/income generation in a heritage setting.</li> <li>• Working in/managing a tourism/visitor information service.</li> <li>• Delivering training to staff and volunteers.</li> <li>• Developing volunteer-led guided tours.</li> <li>• Retail experience in the heritage sector or at a visitor attraction.</li> <li>• Setting up or working on partnership projects with external organisations, ideally in the cultural/heritage sector.</li> </ul>
<b>Skills and Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>



<ul style="list-style-type: none"> <li>• Understanding of approaches to customer care, visitor access requirements and visitor enjoyment.</li> <li>• People management skills including the ability to motivate and inspire a wide range of people.</li> <li>• Oral and written communication skills.</li> <li>• Planning and organisational skills.</li> <li>• Sound budget management skills.</li> <li>• Proficient IT skills (Microsoft Office).</li> <li>• Good understanding of premises issues, H&amp;S, and risk assessment and management requirements regarding a publicly-accessible building.</li> <li>• An awareness of GDPR requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the WHS agenda.</li> <li>• Knowledge of the heritage of Tavistock, Dartmoor and the Tamar Valley.</li> <li>• Basic understanding of conservation and curatorial principles relating to a museum or heritage site.</li> <li>• Undertaking risk assessments for large-scale public events.</li> <li>• Understanding of HLF project evaluation requirements.</li> <li>• Basic understanding of charitable trust governance.</li> </ul>
<p><b>Personal Attributes</b></p>	
<ul style="list-style-type: none"> <li>• Outgoing and positive personality, confident working with large groups of people of all ages.</li> <li>• Pro-active and capable of meeting tight and fixed deadlines.</li> <li>• Willing and able to work flexibly throughout the duration of the project as required by the Activity Plan programme, including some evenings, weekends and Bank Holidays.</li> <li>• Able to work from home using own IT connectivity.</li> <li>• Able to drive and to travel to other locations in the community.</li> </ul>	

## 6. Form of Contract

The Development Officer is employed by Tavistock Heritage Trust, which is a charity and company limited by guarantee.

This is a fixed term role for two years in the first instance. The role will be reviewed towards the end of the contract to determine what long-term staffing structure will be required to manage and maintain the Guildhall Gateway Visitor Centre. There may be an opportunity for extension subject to the outcome of this review and further funding being secured to pay for it.

The salary is £25,500 per annum. The pro-rata salary is £12,750 per annum based on 18.5 hours per week. Payment will be monthly in arrears.

Hours will need to be worked flexibly on an annualised basis as required over seven days a week. This will include some evenings, weekends and occasional Bank Holidays.

The role will initially work from home and/or from the Visitor Information Centre (exact arrangements to be agreed with the successful applicant). Once the construction works have completed the role will be based in the Guildhall.

## 7. How to Apply



Your application should take the form of a written response (maximum 12 sides of A4) describing:

- Your interest in undertaking this assignment.
- Relevant skills, knowledge and experience, including examples of similar assignments that you have worked on. A copy of your CV would be helpful.
- Your proposed methodology for delivering the Activity Plan.
- How you would add value to the project.

Please include details of two referees for whom you have conducted similar services over the past five years.

## **8. Application Submission and Interviews**

### **Application Deadline: 5pm on Monday 29 October 2018**

Applications should be submitted **by email to ALL of the following concurrently:**

Andrew Main  
Chair – Tavistock Heritage Trust  
[andrew@themainman.me](mailto:andrew@themainman.me)

Carrie Blogg  
Project Manager – Tavistock Guildhall Gateway Project  
[cblogg@btinternet.com](mailto:cblogg@btinternet.com)

Tom Graham  
Trustee – Tavistock Heritage Trust  
[contact@heritageintavistock.org](mailto:contact@heritageintavistock.org)

Interviews are planned to be held on **Tuesday 6 November 2018**.

## **9. Questions and Further Information**

For more details about the Guildhall Gateway project go to [www.tavistock.gov.uk](http://www.tavistock.gov.uk) .

To find out more Tavistock Heritage Trust and its current activities visit [www.heritageintavistock.org](http://www.heritageintavistock.org)

If you would like to discuss the role before applying, please contact Carrie Blogg on 07496 212009 or Andrew Main on 01822 614168.