

JOB TITLE: Head of Engagement

REPORTS TO: Head of Royal Pavilion & Museums

RESPONSIBLE FOR: Senior Learning Officer, Engagement and Volunteers Manager, Senior Development and Operations Manager, Creative Programme Manager; Community Engagement Manager

DEPARTMENT: Economy Environment, & Culture

SECTION: Royal Pavilion and Museums

1. PURPOSE OF JOB

- To lead on developments and co-ordination of operations and activities at Brighton Museum & Art Gallery to achieve future sustainability and high levels of visitor experience
- To determine, co-ordinate, implement and monitor policies and strategies for education, lifelong learning, community engagement and programming in order to maximize and develop the social, cultural, and learning benefits of all the sites, collections and resources of the Royal Pavilion and Museums for existing and new users, in particular from priority groups to meet local priorities, national goals for museums and achieve performance measures.

2. PRINCIPAL ACCOUNTABILITIES

1. To, co-ordinate, implement and monitor policies and strategies to develop the social, formal and informal learning and cultural, benefits of all the sites, collections and resources of the Royal Pavilion and Museums through the development and implementation of public programmes (e.g. gallery displays, exhibitions, web based information etc.) for existing and potential users, in particular from priority groups to meet local and National priorities and business plan targets.
2. To review the existing business model for Brighton Museum and lead on developments, initiatives, changes that emerge from the review to achieve high levels of visitor experience for diverse audiences and to be responsible for all targets relating to the site and the co-ordination of activities.
3. To engage audiences creatively, facilitate co-production of programmes and activities with communities with the sites collections and resources of RPM through developing a range of opportunities including public programmes and outreach for both the local community, including priority groups, and visitors to the city, ensuring that they are relevant to the specific sites and or audiences for which they are developed. To ensure the service retains and develops its international, national and regional profile for high-quality and innovative exhibitions

4. To be responsible for development of initiatives to maximise the potential of Brighton Museum & Art Gallery to ensure ethical commercial viability of projects and take responsibility for delivery and achievement of earned income in liaison with relevant RPM colleagues.
5. To ensure highest standards of citizen, community and visitor experience through presentation, interpretation, exhibitions, events, learning and gallery displays.
6. To build on and develop effective partnerships to improve the effectiveness of the role of the service through programmes, learning, community engagement and ensure existing advisory groups are involved in development as appropriate and seek to establish a community panel for the RPM.
7. To project manage developments at Brighton Museum & Art Gallery and ensure that project teams for delivery of developments and programmes across area of responsibility include a cross section of staff to maximize knowledge and skills of other teams.
8. To manage budgets including forward financial planning, estimates and monitoring to ensure all objectives are achieved within the available financial resources.
9. To recruit, train, manage and develop the team to maintain an effective citizen and audience focussed workforce capable of meeting objectives and ensuring user satisfaction with services is maximised within a performance management framework.

General Accountabilities

1. To develop practices within the directorate/service that uphold and develop the principles of the City Council's Equality in Employment Policy and the Equalities Policy in relation to staff and to service provision
2. To be responsible for the implementation of, and compliance with the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

	CRITERIA
◆ Knowledge, Skills and Abilities	<ul style="list-style-type: none"> ◆ Expertise in the field of museum learning and interpretation ◆ Knowledge of curation collections care and management issues ◆ Staff management skills including team leadership, delegation, performance management, training and development. ◆ Financial management and planning skills. ◆ Project planning and management. ◆ ICT skills. ◆ Excellent communication, presentation and public speaking skills. ◆ Ability to communicate with people on all levels, both inside and outside the Council. ◆ Ability to work well under pressure and within a team environment. ◆ Knowledge of National and Government directives as evidenced by the DCMS/ACE policies and good practice
◆ Experience	<ul style="list-style-type: none"> ◆ Substantial senior management experience managing multi-functional services of staff with different skills to achieve a variety of different objectives in a large organization ◆ Broad and in-depth experience of implementing nationally approved professional practices and standards as represented by ACE/MA and DCMS/policies, standards and guidelines ◆ Experience of managing public programmes & engagement projects within museums, galleries or historic houses ◆ Experience of working in partnership with stakeholders and communities ◆ Substantial, proven experience of complex project management eg gallery redisplays and temporary exhibitions ◆ Experience of developing projects which are targeted at new audiences ◆ Experience of undertaking change management programmes

♦ Educations	♦ Academic degree in relevant subject or equivalent knowledge.
♦ Equal Opportunities	♦ Embrace and implement the Council's equalities policies, particularly in the continuous development of performance measures to assist the successful corporate implementation of the policies
♦ Other requirements	♦ Willingness to work weekends and evenings as required ♦ Ability to demonstrate commitment to sustainability policies ♦ Licensee or willingness to undertake training to become a licensee ♦ Ability to implement and adhere to health and safety and security policies