



People's History Museum

Engagement Assistant

November 2021

A green circular logo with the text "PEOPLE'S HISTORY MUSEUM" in white, bold, sans-serif capital letters, arranged in three lines and rotated diagonally.

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Letter from the Engagement Manager

Hello prospective colleague,

Firstly, let me say thank you for your interest in working at People's History Museum.

The role of Engagement Assistant is a crucial support role within the Engagement Team. The team of six, plus one manager, is responsible for exhibitions, collaborative programmes, learning including families, children and adults, events and digital content. This role will work with all aspects of the team.

We are currently implementing and will continue to evaluate a new Engagement Strategy to underpin all of our work, our principles are that we listen, we respond, we collaborate, we amplify, we create and we are useful. If you would like to find out more about the museum's work, you can visit the website but please note, your application and interview are not a test of how well you know the organisation.

I know how much time and effort an application can take and we have tried to make the process as clear and efficient as possible. We are always seeking to improve, so please do let us know if you have ideas for how this process could be better, I look forward to hearing from you and wish you the best of luck.

With best wishes,
Alice Parsons
Engagement Manager

About us

People's History Museum (PHM) is the national museum of democracy, telling the story of its development in Britain: past, present, and future. We provide opportunities for people of all ages to learn about, be inspired by and get involved in ideas worth fighting for; ideas such as equality, social justice, co-operation, and a fair world for all.

The museum welcomes a local, national and international audience (totalling 125,000 people each year), as well as reaching people online through our digital activities. We are keen to involve audiences and communities in all aspects of our work and to use models of co-curation, collaboration and crowd-sourcing when developing and delivering our programmes. Engaging people directly in the work of the museum helps to build a passionate and committed audience who become supporters and advocates for PHM, while also ensuring we are representative of many different communities and able to provide an inclusive space for their voices, their stories and their ideas.

Over the next few years our innovative programme led approach will be exploring some important subjects and issues relevant to us all today including migration (extended into 2021), disabled people's rights and activism (in 2022) and environmental activism (in 2023).

PHM has an annual turnover of c.£1.5 million, employs 36 members of staff and has a team of freelance staff, community programme team members, and volunteers. PHM is funded by Arts Council England as a National Portfolio Organisation (NPO) and by the Greater Manchester Combined Authority (GMCA) Culture and Social Impact Fund. These two core funders provide a combined total of 50% of the museum's funding, which is further supported by trust and foundation fundraising, individual giving, sponsorship and its wholly-owned subsidiary, the National Museum of Labour History Trading Company, which operates the running of the shop, cafe and venue hire service.

The museum is an independent museum, charitable trust and company limited by guarantee. It has a [Board of Trustees](#) as well as a Trading Company Board and an Audit and Risk Committee.

In early 2020 the museum celebrated the tenth birthday of its new building being opened (as well as marking thirty years in Greater Manchester) and began the process of developing a new vision, mission and strategy for its next decade. That work may have been interrupted by the Covid-19 pandemic, but we still have ambitious plans for the coming years - to scale-up our work, to reach larger and more diverse audiences, to deliver on a national and international level, to push ourselves with digital technology and to achieve an even bigger impact for our audiences and communities through all that we do.

In 2021 PHM will continue to recover from and respond to the Covid-19 pandemic, which has had an ongoing impact on audience engagement, income streams and online engagement. The museum has so far responded with resilience and creativity; continuing to be committed to community collaboration and co-curation. Emergency funding and support has been crucial and there will continue to be a job to do in securing income in the short, medium and long term.

The museum team has been looking ahead to create shared business plans 2022-23, as well as thinking about the bigger picture and a clear shared vision for the impact that PHM wants to make on the world. An Impact report produced to mark PHM's tenth birthday can be found [here](#).

Job Description:
Engagement Assistant

Salary: £18,933

Contract: Full-time permanent

Hours: 35 hours per week, worked within flexitime system, some evening and weekend work required which can be taken back in lieu. Consideration of part time hours or job share available.

Annual leave: 22 days plus bank holidays

Responsible to: Engagement Manager

Responsible for: volunteers as appropriate

Location: Based at People's History Museum with opportunity for regular home working (up to two days per week) in line with PHM's hybrid working policy

Main Role Responsibilities

As Engagement Assistant you will work within the Engagement Team primarily providing administrative support to the Learning Officers as well as the Programme and Exhibitions Officers, to coordinate the successful delivery and evaluation of PHM's Engagement Strategy.

- Coordinate meetings and bookings from schools, self organised and community groups including database maintenance and communicating with freelancers
- Manage the recording of engagement figures and assist with the evaluation and reporting of PHM's engagement work
- Support the setup and running of learning and engagement activities
- Support the production and maintenance of digital learning resources
- Assist in the organisation and installation of changing exhibitions

Experience, knowledge and skills

We are looking for a candidate who can demonstrate experience, knowledge and skills across the following criteria with the opportunity for ongoing training and development to support the successful candidate once in post.

Experience, knowledge and skills	Application/ Interview/ Task
An enthusiasm for engagement and collaboration	Application and interview
Capacity to liaise with colleagues, visitors and partners	Application and interview
Ability to edit and produce digital content including social media posts, blogs and resources	Task and interview
Good attention to detail, timekeeping and problem solving skills	Application and task
Commitment to the organisational priorities of People's History Museum	Application and interview

How to apply

To apply, [please use this link to complete our online application form](#). If you require the application form in an alternative format, please contact Charlie Corkin by emailing charlie.corkin@phm.org.uk

Each application will be assessed against the criteria for the roles, as published in this document.

You will be able to detail any access needs or if you would like us to consider any job share or part time working arrangements on the application form.

The closing date for applications is Thursday 25 November at 9.00am. Interviews will be held in the week commencing Monday 6 December.

We endeavour to hold interviews in person but arrangements can be made to hold the interviews via Zoom.

If you have any questions regarding your application, or would like to arrange a chat to discuss the role, please contact Charlie using the above email address.

Questions

In the online form you will be prompted to answer the three questions below. **All examples and experience can be taken from your work, education or personal life.**

1. Please tell us about a time you have supported the delivery of a project or event that required collaboration. (max 300 words)
2. Please choose two of the main **role responsibilities** (see p.5) and tell us about any relevant experience you have that will help you complete these tasks. (max 300 words)
3. All staff take part in a working group for one of People's History Museum's organisational priorities, detailed below. Please let us know which of these priorities you would like to contribute to if appointed and

why. Briefly outline your interest, or what perspective or experience, skills and knowledge you might bring you might bring. (max 300 words)

Priority one: Access and inclusion

We will live our vision of a fairer society by further deepening the museum's commitment to equality, diversity and inclusion and by striving to be the most accessible and inclusive physical, sensory and digital museum we can be.

Priority two: Environmental impact

We will use our stories of environmental activism to take a lead in inspiring people to use their voices and actions for greater environmental justice and better understand the museum's environmental impact and create an action plan to be zero carbon by 2038 in line with Greater Manchester targets.

Priority three: Digital transformation

We will fully embrace digital technology to shape audience experiences and help inspire positive action, reaching more and different people through online exchange, hybrid events and live-stream learning activities.

Equity

PHM prides itself on being a welcoming and inclusive organisation, profoundly committed to advancing equality and diversity in the broadest sense. We value the benefits that diverse perspectives bring to PHM's work for people of all ages to learn about, be inspired by and get involved in ideas worth fighting for; ideas such as equality, social justice, co-operation, and a fair world for all.

We recognise we currently under-represent Black people and People of Colour, disabled, and LGBTQ+ people and those with intersecting identities in our workforce; PHM is actively working to address this and encourage applications from these backgrounds. While the successful candidate will be selected purely on merit, in the event of a tie between two candidates with equal experience, we may select a candidate who helps us better represent the communities the museum serves.