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 ENGLAND**



<b>Job Title:</b>	Engagement Officer
<b>Salary:</b>	£28,000 - 30,000 p.a. FT
<b>Responsible to:</b>	Project Director
<b>Hours:</b>	37.5 hours p/w
<b>Term</b>	30-month term with the potential to be extended

### Harmony Works

Harmony Works (HW) is an inspirational, transformational project that will create a new and accessible home for music education and activity in the heart of Sheffield. It will provide benefits to children and young people, give public access to a stunning Victorian heritage building and revitalise Castlegate through cultural activity and economic growth.

The HW project is being delivered by the HW Trust (HWT), a Charitable Incorporated Organisation.

HWT will restore and refurbish Canada House (CH), a grade II\* listed building and then operate it as a centre for music education and activity. Scheduled opening of HW@CH is summer-autumn 2027.

HWT will rent space to a range of tenants and occupiers who will deliver music education and activity and a publicly accessible café. Some occupiers will use CH as their operational HQ. HW team will deliver a programme of heritage engagement activity.

More information about the project can be viewed at <https://harmonyworks.org.uk/>

### Focus of Role

To help us deliver our vision, HW is seeking a skilled, motivated, innovative and energetic new member of staff to co-create and deliver an exciting programme of engagement and participation. The postholder will work as part of a team, supporting, developing and managing existing relationships with key stakeholders. They will reach out to develop new relationships with individuals, local groups, schools and organisations to facilitate partnerships working, increase awareness of and support for the project, and to recruit volunteers. This is a new role.

### Specific Responsibilities

**Evolve and strengthen relationships with all HW communities (music partners, Castlegate neighbours, youth groups, heritage interests, etc.) by:**

- Building on the partnership, consultation and community involvement work completed in the development stage by continuing to involve people in all stages of the project, to increase relevance and reach through growing authentic two-way relationships.
- Listening curiously to understand the needs of HW communities and working with them to shape plans and deliver activities to further enhance engagement and involvement.
- Championing our commitment to being fully inclusive, accessible, and reflective of Sheffield's diverse communities.



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- Convening and supporting the work of the HW collaboration <https://harmonyworks.org.uk/collaboration/> providing liaison, a conduit for communication, and support for the design and delivery of collaborative activity.

**Ensure that HW is truly relevant and accessible for children and young people from diverse communities by:**

- Developing the HW Youth Panel and Communities of Practice and supporting their ongoing operation
- Working with HW Trustees and HW partners to engage with Children and Young People, both those currently benefitting from a musical education and future participants.

**Demonstrate the benefits that the HW project will generate by:**

- Delivering the HW evaluation strategy and plan, including:
- Working with HW partners to collect monitoring data and manage information required
- Evaluating all activities delivered directly by HW
- Working closely with HW external Evaluation consultants
- Contributing to the creation of evaluation reports and updates, including to funders

**Design, develop and deliver an attractive range of volunteering opportunities to support and grow the work of HW by:**

- Working with the HW Trustees, team and partners to define and advertise volunteering opportunities.
- Recruiting volunteers, ensuring that the HW volunteering policy is delivered and other team members are involved as appropriate.
- Managing volunteers and supporting other team members in managing volunteers.
- Designing and delivering volunteer training, as required. Procuring and supporting the delivery of specialist training as required
- Undertaking volunteer surveys and monitoring of volunteer activity to support the delivery of the HW evaluation strategy and plan.

**Deliver The National Lottery Heritage Fund Harmony Works Activity plan by:**

- Working in partnership with stakeholders to deliver The National Lottery Heritage Fund Harmony Works Activity Plan, including all liaison with contractors, partners and stakeholders. The Activity Plan contains a wide variety of events and heritage engagement activities, many delivered in partnership with e.g. Sheffield Hallam University and University of Sheffield, or with the support of volunteers.
- Organise all aspects of, and support the delivery of, all heritage engagement activities that are delivered directly by HW
- Ensuring that all activities (both directly delivered and delivered by partners and contractors) are evaluated as required.

**Ensure that engagement and participation activities are sustainably funded by:**

- Planning, managing and accounting for the delivery of the HW activity budget.
- Contributing to new funding bids and applications for engagement activity and projects.
- Working with the HW team to develop and deliver the community fundraising component of the HW fundraising strategy.

**Grow knowledge of and support for the HW project by:**



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- Designing, managing and delivering the HW social media activity as agreed with the HW team.
- Augmenting and supporting the social media activities of HW partners and collaborators and other organisations that align with HW activities and values.
- Utilising networks and partnerships across the city to spread the word and grow support for our work

**This role will require weekend and evening work, and the post holder will be expected to be available for this.**

**This role will be the designated safeguarding lead for HW and the postholder will be required to fulfil this requirement. Training will be provided.**

### **Personal specification**

#### **Experience:**

Demonstrable experience of a wide range of community involvement and participation techniques.

Extensive experience of delivering engagement activities and initiatives for children and young people.

Proven experience in developing strategic partnerships and relationships to strengthen community engagement.

Experience of recruiting, training, managing and supporting volunteers.

Experience of using a variety of digital and print media to reach out to and engage with new audiences and strengthen relationships with existing participants and supporters.

Experience of managing budgets and projects, including interpreting financial data to inform decision-making and working to tight deadlines.

Experience of designing, organising and delivering engagement activities and events.

#### **Knowledge and understanding:**

A deep understanding of different methods of community involvement and participation techniques.

An excellent understanding of the needs and dynamics of different communities, barriers to participation and how to work collaboratively to overcome these barriers.

A good knowledge of current safeguarding legislation and best practice.

A well-developed knowledge and understanding of issues relating to equality, diversity and inclusion.

An in-depth knowledge and good understanding of working with and managing volunteers.

#### **Desirable:**

An interest in and knowledge of music and an understanding of the transformational impact it can have on people's lives.

An understanding and passion for heritage and how heritage can be shared with people for their benefit.

Comprehension of the National Curriculum (Music) and a strong awareness of current best practice in this field.



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### **Skills and qualifications:**

An excellent networker who can demonstrate exemplary interpersonal and communication skills and build strong professional relationships with colleagues and stakeholders at all levels.

A skilled facilitator who can lead workshops, meetings and events in a way which encourages active participation and draws on diverse perspectives to shape activity.

A highly organised, accurate and resourceful team player, who can skilfully prioritise and successfully deliver to tight deadlines whilst maintaining the flexibility to respond to new opportunities to increase engagement and income.

A high level of competency in the use of office-based computing software, including Microsoft Word, Excel, PowerPoint and Outlook, and public engagement platforms such as Eventbrite, SurveyMonkey and Mailchimp. A willingness to learn new skills and systems e.g. CRM database

### **Personal qualities:**

A good listener, who demonstrates tact, diplomacy and integrity, building trust and action through community participation.

A team player who can work collaboratively with numerous community groups and stakeholders to co-create plans and activities, share learnings and achieve results.

An adaptive and agile individual who supports the delivery of immediate priorities and is comfortable with a fast-moving and changing working environment.