



Role Specific Job Description

Job title:	Community Engagement Officer (Fixed Term Contract)
Post Number:	P2079
Grade:	Grade 6
Service:	Community and Places (Museums)
Progression:	Progression through the grade is dependent on satisfactory performance
Hours per week:	18.5 hours (0.5 FTE job share)
Accountable to:	Audience Development Manager
Date created/reviewed:	January 2026

JOB DESCRIPTION FOR VOLUNTEER ENGAGEMENT OFFICER

Job purpose

Build on existing relationships with communities across St Albans City & District and grow relationships with new community groups and individuals. Work as part of the museums team to reach out to community groups who are less likely to engage independently with the Museum Service, developing and delivering projects in line with our forward plan and activity related to our role as a National Portfolio Organisation. We want our museums to be safe, welcoming and engaging spaces for all and this role is fundamental to helping us achieve this.

Accountabilities

1. Reach out to communities and individuals with low-cultural engagement, who do not currently visit the Museums, through offering a range of opportunities, support and resources, to encourage a sense of participation and belonging.
2. Build on existing relationships and community engagement work to ensure lasting connections and a continued sense of participation and belonging.
3. Extend the reach and impact of the core exhibition and events programme by engaging with new community groups as audience/participants, working closely with the Learning and Engagement Officers and Curators
4. Maintain the Community-in-Residence programme, offering groups access to the Museums Service's resources, spaces and staff, including opportunities for creative

workshops, public events and showcase exhibitions, in line with the NPO activity plan.
5. Develop the programme of co-curated community-led exhibitions to share the lesser-known stories and creative outputs of St Albans' communities of interest.
6. Capture and tell alternative histories of St Albans through managing oral history projects, contributing to fresh displays of aspects of the collections and informing new acquisitions, working closely with the Curators.
7. Work with the Volunteer Engagement Officer to support the diversification of the volunteer pool to reflect the communities served by the Museum Service, through new recruitment methods, new partnerships and new volunteering roles.
8. Work in partnership with local organisations to maximise impact and engagement with community groups and individuals, especially partnering with the Council's Community Engagement Team and Arts Development Team.
9. Monitor community engagement and participation, documenting this activity fully, and prepare written reports for management and funders when required.
10. To carry out other duties commensurate with the grade of the post as directed by the Audience Development Manager, or his/her nominee, from time to time.

Demands

Physical

- Ability to move equipment and files between offices and sometimes upstairs

Mental

- Ability to work collaboratively as part of a team
- Ability to concentrate and listen for long periods of time (up to 4 hours on a daily basis)
- Ability make sound judgements in relation to service delivery
- Ability to maintain calm in periods of significant activity and uncertainty
- Ability to prioritise workload in light of changing circumstances, resolve conflicting priorities and meet deadlines
- Ability to use tact and discretion
- Ability to work independently and act on own initiative

Emotional

- Ability to work in a busy environment with different priorities

Working conditions

- Ability to work in open plan offices
- Ability to move between the office venues at St Albans Museum + Gallery, Verulamium Museum, the off-site museum store and St Albans City & District Council Civic Centre.

Other employment requirements

- An interest in the work of the Museums and the involvement of volunteers is essential.
- Postholder may occasionally need to visit sites outside the city centre
- The postholder will be required to work some evenings and weekends as part of their role

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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PERSON SPECIFICATION FOR VOLUNTEER ENGAGEMENT OFFICER

ROLE SPECIFIC PERSON SPECIFICATION COMMERCIAL SERVICES ASSISTANT				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		A,I
	We Care	X		A,I
	We are Confident	X		A,I
	We Work Together	X		A,I
	We are Trusted	X		A,I
Qualifications				
	Educated to degree or equivalent level, or with equivalent relevant experience in this	X		A,D

	field			
	Evidence of continuing professional development		X	A,D
Knowledge				
	Knowledge and understanding of community engagement in an arts/heritage setting	X		A,I
	Knowledge and understanding of the statutory responsibilities related to community engagement and public participation	X		A,I
	Knowledge and understanding of how to develop and sustain effective relationships with internal and external partners	X		A,I
	Commitment to, and a clear understanding of, the issues related to equal opportunities, inclusion and diversity	X		A,I
	Knowledge of working in a Public Sector environment.		X	A,I
	Knowledge and understanding of the broader arts and heritage sector	X		A,I
	A basic knowledge and understanding of the City and District including our local demographics and current issues in St Albans		X	A,I
	Knowledge of budget monitoring	X		A,I
Experience				
	Experience of working with community groups and groups with limited cultural engagement	X		A,I
	Experience of community engagement work within an arts/heritage setting	X		
	Experience of working in a customer service orientated organisation	X		A,I
	Experience of developing and maintaining effective partnerships with local groups to enable the successful delivery of projects	X		A,I
	Experience of data collation and basic analysis to evaluate projects including producing reports for funders and other stakeholders	X		A,I
	Previous experience of organising training events or presentations to groups of people	X		A,I
	Experience of using all Microsoft Office software.	X		A,I

	Experience of budget monitoring		X	A,I
	Experience of working in a local authority environment		X	A,I
	Experience of sharing professional learning, e.g. writing articles, blogs		X	A,I

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#) on our website.