

Development and Outreach Officer (Wales)

Recruitment Pack, January 2025

Essential Networks

Thank you for your interest in the position of Development and Outreach Officer (Wales). This pack is intended to provide all the information you need to decide whether you wish to apply for this role. If you have further queries, please contact our Development and Outreach Manager, Sarah Pearce, at sarah.pearce@heritagetrustnetwork.org.uk.

Equality and Diversity

Heritage Trust Network recognises the value that people from all backgrounds bring to the heritage sector and our organisation. It is important that the way we provide advice about community heritage regeneration reflects the diverse histories, cultures and interests of the localities in which we work. A diverse, representative workforce, where views are valued and championed, will enable us to achieve this. Heritage Trust Network is committed to providing equality of opportunity. If you have a disability, we would be happy to discuss reasonable adjustments to enable you to fulfil the role.

How to apply

1. Read the information in this pack in full.
2. Complete the online [application form](#) by 12 noon 17th February 2025. If you cannot access the hyperlink, paste this into your browser: <https://www.tfaforms.com/5155027>
3. Complete the separate and anonymous [online equal opportunities](#) monitoring form by the same date. If you cannot access the hyperlink paste this into your browser: <https://www.tfaforms.com/5155029>

If completing an online form presents a problem for you, please get in touch.

This post has been made possible thanks to funding from the National Lottery Heritage Fund.



Recruitment timetable

Dates	Details
Deadline for applications	12 noon 17 th February 2025
Shortlisting	Week commencing 17 th February 2025
Interviews (online using Zoom)	Week commencing 24 th February 2025
Unsuccessful interviewees notified and successful candidate appointed	Week commencing 24 th February 2025

Summary of employment details

Job Title:	Development and Outreach Officer for Wales
Salary:	pro-rata of £30,000 p.a.
Hours:	part time (20 hours per week) with a 3-month probationary period
Reporting to:	Development and Outreach Manager
Holidays:	pro-rata of 25 days per year plus 3 days shutdown between Christmas and New Year and Wales public holidays
Pension:	as per statutory auto-enrolment requirements
Location:	working from home or from an agreed shared workspace anywhere in Wales

About the Network

Bringing historic buildings and spaces back to life brings joy to so many people. It restores local pride and identity and creates jobs, workplaces, visitor attractions, educational facilities, arts venues and more. By reusing existing buildings our members are retaining embodied carbon and challenging the notion that regeneration means demolish and rebuild. There are thousands of people undertaking this amazing work, either professionally or as volunteers, in all parts of the UK.

Heritage Trust Network is the membership body for independent community organisations, charities and social enterprises that are saving, restoring and managing historic buildings, parks, gardens, canals and railways. Our membership includes both organisations specifically set up to save heritage sites and community organisations that deliver other types of services who have chosen to operate from historic buildings and spaces. We also welcome individuals, businesses and local authorities that support local heritage action. Together we organise conferences, site visits, meetings and online resources where we can network and learn from each other and meet experts and funders.

We...

- Encourage people to get involved in saving local heritage buildings and places by forming new community organisations or working through existing ones.



- Support these organisations to restore and reuse local heritage by providing information, advice, training, networking and peer-to-peer learning.
- Champion the work and raise the visibility of community heritage organisations and highlight the range of public benefits they provide.
- Advocate for a legislative, policy and funding environment that facilitates grassroots action for heritage.
- Promote diversity and inclusion in the heritage sector.

The Network is growing and currently has over 900 members and a staff of six:

David Tittle, Chief Executive

Vicki Cox, Membership Officer

Beverley Gormley, Programme Manager

Sarah Pearce, Development and Outreach Manager

Izabella Maar, Projects Assistant

Grace Richardson, Heritage Trainee (Scotland)

The Network is governed by a board of directors which currently consists of twelve people drawn from our members and other professionals working in the field.

About Essential Networks

This role is being created as part of the Essential Networks' project delivery phase. Essential Networks is a major development and resilience project that will transform the Network's ability to empower people to rescue and reuse historic buildings and spaces for the benefit of their communities. It will run from November 2024 to March 2029. We expect this role to also be funded by Cadw who are regular funders of the Network, but this cannot be confirmed yet.

With a £1,364,588 grant from The National Lottery Heritage Fund, we aim to empower thousands of people, from a wide range of backgrounds, throughout the UK to come together to rescue and reuse historic sites for the benefit of their communities. We want to take Heritage Trust Network (rebranded as Heritage Network) to the next level of effectiveness and resilience with the staff team, digital infrastructure and financial sustainability it needs to:

- provide a comprehensive programme of support, expertise, information, peer-learning and networking for all those working on local heritage regeneration.
- effectively celebrate, support and promote the importance of community-led heritage for sustainable regeneration.
- develop complementary networks of supportive businesses, local authorities and individuals.
- enable young people to participate fully in the community heritage sector.

This will enable hundreds more community organisations to successfully save and re-use the buildings and spaces their communities love and build a more resilient Network that is able to develop this work into the next decade.

We will develop a new member portal and website creating a single place for community heritage organisations to interact with the Network, access information and advice, renew memberships and

book events. Initiatives, such as learning programmes, organisational health checks and an expert panel will provide new ways for community heritage organisations to become more effective and resilient. Outreach to marginalised communities will make the community heritage sector more diverse and inclusive. During the project our staff team will expand to 13 including:

- Development and Outreach Officer for Wales (part time)
- Development and Outreach Officer for Northern Ireland (part time)
- Business Development Manager
- Marketing and Communications Officer
- Heritage Trainee (UK)
- Development and Outreach Officer for England (dependent on other funding)
- Heritage Trainee (England) (dependent on other funding)

Who you are

You are a self-motivated and hard-working team member who is committed to equality, diversity and inclusion. Team spirit and excellent customer service runs throughout everything you do from timely communication with colleagues, to the satisfaction of a job well done when supporting members and building relationships. You are a natural people-connector and your interest in regeneration, heritage and sustainability in the built environment is evident, as is your willingness to help those who are rescuing, restoring and reusing older buildings.

Role

This is an important role within Essential Networks: a major development and resilience project for Heritage Trust Network, our members and UK heritage. The post-holder will be responsible for developing the Network in Wales including undertaking targeted outreach activity, recruiting new members, supporting existing members, organising events and developing partnerships. The Development and Outreach Officer will be supported by the Development and Outreach Manager, Programme Manager, Chief Executive, other UK staff and the Wales Committee.

Key responsibilities

1. Identify community organisations in Wales who are restoring and managing historic sites (or are concerned about, or wish to re-use, local historic sites) and promote the benefits of Network membership to them in order to provide access to support.
2. Provide advice, information, signposting and facilitation of peer support to Network members in Wales.
3. Develop and maintain regular contact with Network members in order to understand their needs and ambitions, to support them and signpost them to other sources of support.
4. Work with the Communications Officer to regularly issue a Wales e-newsletter to inform members of specific Wales events and opportunities.
5. Promote the achievements of Network members in Wales through the production of case studies, articles, presentations and through social media.
6. Work with the Programme Manager, Wales committee and, where relevant, the Business Development Manager, to plan and organise Network events in Wales.
7. Organise and co-ordinate Wales Committee meetings. When required, organise recruitment to the Wales committee.

8. Act as a point of contact for the Network in Wales and work with the Wales Committee to represent the organisation Network on networks, forums and committees as required.
9. Work with the Wales Committee to make and maintain contact with existing and potential partner organisations in the voluntary and private sectors, local and Wales Government and explore how we can work together to promote and support community heritage.
10. Work with the Communications Officer and Wales Committee to improve awareness and understanding amongst statutory organisations, other agencies and funders, as to how Network members can deliver community cohesion, economic regeneration and wellbeing objectives and save heritage sites at risk.
11. Provide regular reports to the Programme Manager, the Board and the Wales Committee, on your work.
12. Each year, in consultation with the staff team, board and Wales Committee identify possible potential outreach projects and research their potential. Identify and agree at least one to pursue.
13. Undertake research to identify organisations in the outreach target group, contact them and inform them about the outreach project and the wider benefits of Network membership.
14. Arrange one-to-one meetings with outreach beneficiary organisation, give advice and signpost to other sources of support.
15. Organise peer learning and networking events, online and in person for the outreach beneficiary organisations.
16. Produce communications, articles, guidance documents and case studies in the Welsh and English languages.

General responsibilities

1. Work as a supportive member of the Network team, covering for colleagues where required, and ensuring activities are complementary and deliver the Network's Strategy and Business Plan.
2. Help to champion the rescue and reuse of historic buildings, structures and places; particularly by charities, social enterprises and community organisations.
3. Ensure that all Network activities and communications to members are accessible, inclusive and of a high standard.
4. Represent the Heritage Trust Network at online and in-person events.
5. Carry out duties in a transparent manner (e.g. using the Network's internal calendar system, storing digital files in agreed shared places, logging activity on the CRM), and utilise the Network's agreed digital systems and protocols, and all other policies and procedures.

Person Specification

Essential	Desirable
Training, experience and qualifications	
Experience relevant to the key responsibilities	Experience in a community or customer service role which involved working with a diverse range of people Experience of using *CRM, *CMS and social media
Knowledge and skills	
<p>Good interpersonal skills with the ability to work with a diverse range of people</p> <p>Good organisational skills including the ability to keep detailed records</p> <p>Good verbal and written communication skills including the ability to adapt communication styles to a variety of circumstances</p> <p>Good digital skills</p> <p>Demonstrable commitment to heritage, community development or another area relevant to this role</p>	<p>Research skills</p> <p>Ability to prioritise, be flexible and adaptable to suit a demanding workload</p> <p>Understanding of the following:</p> <ul style="list-style-type: none"> • community engagement with places • the benefits of the historic environment for people and places • the development process and the planning system • historic environment organisations, policies and practices • issues around diversity and inclusion in the heritage sector • the voluntary and community sector <p>Welsh speaker</p>

*A CRM is a digital 'customer relationship management' platform that helps us to manage our interactions with members, potential members and other stakeholders. *CMS is 'content management system' which is software that helps users create, manage and modify content on a website.