



CROMFORD MILLS

BRIEF

Engagement Officer



JOB DESCRIPTION – Engagement Officer

The Arkwright Society believes in creating a supportive, teamwork driven workplace, where working together creates the best experience for our employees, our visitors, and our tenants. The Arkwright Society is a registered charity concerned with the education and conservation of Industrial Heritage focused at Cromford Mills in Derbyshire. The Society also owns and cares for the Lumsdale Valley, investing in woodland management, nature conservation and the protection and enjoyment of the historic ruins.

The grade I listed mill complex at Cromford Mills is a key attribute of the Derwent Valley Mills World Heritage Site (DVMWHS). It is from these buildings that Sir Richard Arkwright developed technology that changed the world we live in, giving rise to the industrial revolution by creating the modern factory system. Today, Cromford Mills is open to the public and has a visitor exhibition with heritage tours including the digital Arkwright Experience, retail and office tenants, catering, and a busy events and conferencing programme throughout the year. We have an award-winning educational offer for schools and a very enthusiastic and involved volunteer team, who help deliver the visitor heritage offer.

The Arkwright Society has been successful in receiving funding from The National Lottery Heritage Fund for the development phase of the sustainable redevelopment of one of the key mill buildings on site. This major capital project is entitled: *Cromford Mills – Celebrating Heritage, creating a sustainable future*. The first stage of this project will develop proposals to transform these buildings into a restaurant, visitor welcome area, accommodation, new function/events spaces, and an improved public realm. The project aims to broaden public engagement, enabling more people to experience and appreciate the site's significance, ensuring Cromford Mills remains a key destination within the DVMWHS. This engagement will include a skills and learning programme as well as enhanced volunteer engagement, interpretation and community activities.

Job Title:	Engagement Officer
Responsible to:	Head of Engagement
Location:	Cromford Mills, Cromford, Derbyshire
Salary Range:	£28,000 - £30,000 Full time 18 month fixed term contract (this may be extended subject to funding)

Purpose of role

Reporting to the Head of Engagement, your role will support the successful engagement during the development stage of this major transformation project and the ongoing engagement and events activities on site. Along with staff and

volunteers, you will work with the Activity Plan consultant, Fundraising Consultant and Events Manager to organise and support events to raise awareness and funds for the project, boosting income-generating events to engage the public, and coordinating focus groups and consultations to shape plans for the site. Additionally, you will assist with the development of a skills and learning programme and support the broader visitor programme, ensuring smooth delivery of activities and a great visitor experience.

This is a dynamic role that combines event planning and delivery to engage visitors and support the Building 1 project. You will work collaboratively across teams to deliver an exceptional visitor experience, ensuring clear communication and engagement with stakeholders and the general public.

We are looking for someone who is flexible, creative, and eager to contribute to this exciting transformation. You will have the opportunity to:

- Develop and deliver engaging events for visitors.
- Develop your understanding and approach to fundraising activities and nurturing potential donor relationships
- Assist with visitor and stakeholder activities to increase outreach and impact.
- Work on innovative projects that promote heritage, learning, and community engagement.

Your passion for customer service, excellent organisational skills, and proactive approach will ensure the successful delivery of Cromford Mills' programmes and its ambitious transformation plans.

Main Responsibilities

1. You will assist the Activity Planning Consultant, the Head of Engagement and the Events Manager in the planning, execution, and delivery of events and visitor activities, with a particular focus on supporting the Building 1 transformation project and the development of its Activity Plan.
2. You will work with the Fundraising Consultant and staff (CEO / Development Manager) in creating and delivering fundraising events.
3. You will help maintain communication with external stakeholders regarding the visitor experience and events, contributing to building relationships and partnerships within the local community.
4. Where required, you will assist with invoicing for the event bookings, ensuring accurate and timely processing.
5. You will play a key role in evaluating events by gathering and analysing feedback to inform the evaluation framework for the Building 1 project, as well as enhancing future event delivery.
6. Supporting the smooth engagement with members, focus groups, supporters, stakeholders - responsibilities will include general clerical and administrative tasks such as preparing mailings, creating welcome packs, conducting research, and handling phone/email queries.
7. In collaboration with the marketing manager, you will help promote events through social media, the website, and other marketing channels. This may

- involve designing social media content, creating promotional materials, and gathering visitor feedback.
8. During events, you will provide on-the-ground support for delivery. This may range from co-ordination and leading on certain small events/stakeholder engagement, through to activities such as capturing images and video content, conducting visitor surveys, fundraising promotion.
 9. You will act in accordance with The Arkwright Society's policies, including Health & Safety and Equal Opportunities, to ensure a safe and inclusive environment for all.
 10. Additionally, you will assist with other reasonable duties as required by your line manager to ensure the smooth running of events and the overall success of the transformation project.

This is an outline description of the duties and responsibilities involved in the job. It is not exhaustive and may be revised from time to time.

Person Specification

Essential	Desirable
Training, experience, qualifications	
Experience of events planning and delivery, including fundraising opportunities.	Experience in editing/writing articles and managing press releases.
Experience in a digital marketing with passion for creating exciting original content for social media and digital channels.	Experience of helping to plan and support stakeholder workshops and focus groups.
GCSE's in English and Maths, Grade C and above or equivalent.	Experience of working for a Charity and in a heritage site.
Keyboard skills/computer literate: working knowledge of Microsoft Office and Excel.	
Knowledge and Skills	
Excellent communication and interpersonal skills.	
Excellent organisational skills with the ability to prioritise	
Provide outstanding customer service whilst working at pace	
Keen attention to detail	
Enthusiastic and creative	
Ability to flag potential issues	
Able to work independently but seek advice when required.	

Ability to handle sensitive and confidential information with complete discretion and store it appropriately inline with GDPR.	
Personal attributes and behaviours	
Team player with a positive 'can do' attitude	
Ability to build effective relationships, learning from others and promoting simplicity, fairness, innovation and equality	
Confident and persuasive	

The package:

Benefits for working at Cromford Mills:

- Flexible working whenever possible
- Free staff parking
- Staff discount scheme
- Pension scheme
- Training & Development tailored to you.

The Arkwright Society is committed to providing equality of opportunity. If you have a disability, we would be happy to discuss reasonable adjustments to the job with you.



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