



Role Profile: Community and Visitor Experience Officer

Background

Swindon Heritage Preservation is Swindon's only building Preservation Trust, combining community usage with building restoration; conservation and history. We seek to maximise our social impact through the use of our buildings. Anyone can rent our facilities, visit our Railway Village Museum and get involved in our events and projects that take place all year round.

We operate in Emlyn Square, the heart of Swindon's thriving Historic Railway Village. Here we look after a number of heritage buildings: The Central Community Centre (Old GWR Medical Fund Hospital), Bakers Cafe (former pub), Cricketers Arms (former pub) and the Railway Village Museum (former railway worker cottage). Without community support our four Heritage buildings may have been subject to closure or deterioration. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and thriving once again in the heart of Swindon.

As we celebrate our 30th anniversary in 2025, it is an exciting time to join the team. We are building on our current audiences and expanding our community engagement across Swindon and beyond. We have started our journey of rebranding; transitioning from the Mechanics' Institution Trust to Swindon Heritage Preservation where we will continue to *preserve what matters to our community*.

Role Overview

We are looking for a passionate, well-organized, and motivated individual to help deliver our exciting programme of events and projects throughout the 2025 season. In this role, you will create memorable educational experiences for visitors to Swindon's historic Railway Village while using our resources to generate meaningful social value for the communities we serve.

Job Title: Community and Visitor Experience Officer

Line Manager: Chair of Trustees

Contract: 6 Months Fixed Term (April-October)

Hours: 20 hours per week (Will consider +/- 5 hours per week based on experience)

Starting Salary: £13.21 - £15.40 per hour depending on experience.

Line Manager to: Selected Volunteers

Work Location: Emlyn Square, Swindon Railway Village, SN1 5BG (Hybrid)

Deadline: Wednesday 5th March 2025 23:59(GMT)

Please note: While this is a hybrid role, the large majority of time will be based in the community, delivering between 2-5 activities and projects weekly. Administration tasks can be completed remotely.

What you'll do:

The future of our historic buildings relies on community support through funding, events, engaging interpretation, visitor services, and preventive conservation. Sustaining this heritage requires meaningful social interaction and immersive heritage experiences.

In this role, you will plan and deliver events and activities while ensuring the safety and well-being of both volunteers and visitors.

Volunteer Coordination

- Work with our Digital Engagement Officer and wider team to recruit, inform, train and retain volunteers in selected areas
- Work with our teams to Review and Maintain relevant volunteer and visitor policies and processes
- Create regular volunteer rotas to keep our teams informed and ensure operational capacity is spread efficiently.
- Maintain records of completed volunteer hours and other voluntary contributions
- Be the main point of contact for our volunteer team
- Ensure the health and safety and wellbeing of all volunteers and visitors across any projects and activities you lead.
- Be available for Drop-in sessions and 1-1 meetings with volunteers for induction and review purposes.
- Review and Maintain relevant volunteer induction and training materials.

Project Delivery

- Collaborate both internally and with external partners to plan project activities and events in advance.
- Complete all necessary risk assessments, licenses and other relevant considerations in accordance with internal policies, local legislation and authority requirements.
- Maintain adequate records of project evidence and engagement data including feedback, photographs and visitor numbers.
- Complete relevant grant monitoring and evaluation forms where applicable
- Produce regular project reports for the board of trustees
- Prioritise tasks to ensure projects are delivered on time and to budget
- Manage and maintain relevant project and event budgets
- Take ownership of internal event trackers, checklists and calendars

Railway Village Museum

- Work with our Conservation Management Lead and Buildings Manager to ensure Museum related planned maintenance is completed along with relevant checklists and duties during events.

- Work with our Conservation Management Lead and Archive Team to maintain our social history collection items
- Work with our museum volunteer team and Archive Team to find creative solutions to share this collection and develop our interpretation strategies.
- Review and Maintain relevant visitor guides
- Maintain records of feedback, engagement data and visitor numbers
- Work with our volunteer teams to plan and deliver engaging and educational events
- Work with our volunteer teams to host bespoke visits to our museum

Community Development

- Carry out relevant surveys and community development consultations with local residents and stakeholders to identify needs.
- Work with our local community to develop a programme of activities that support their needs.
- Work with partner organisations such as Swindon Borough Council to deliver a regular 'welcome space' coffee morning aimed at supporting and engaging local Swindon Residents.
- Support our hirers and community partners to thrive in our historic buildings

Marketing, Digital Engagement & Social Media

- Attend monthly Digital Team meetings to contribute to our online strategy and developments.
- Plan in advance and work with our digital team to inform our audiences of upcoming events and activities
- Maintain adequate records and photographs to help our digital team to promote our work.
- Supply all relevant details in advance to ensure optimum publicity and marketing.

Policies

- Ensure SHP policies are implemented across all outputs.
- Review relevant policies regularly to ensure compliance

What we're looking for:

What matters most is that you are passionate about our mission. We are keen to hear from anyone who feels they have relevant skills and experience, and we want to hear from you even if you do not meet all of the criteria below.

In order to thrive in this role, you will have:

- Excellent interpersonal skills and a genuine interest in helping others.
- Strong verbal and written communication skills.
- Proactive multitasker with strong organisational abilities.
- Proficient in the use of Microsoft Office / Google Suite.
- Excellent customer service skills

Behaviours

- Friendly, warm, and approachable.
- Confident and solutions-focused.
- Takes initiative while also being a strong team player.
- Committed to high standards and continuous learning.
- Works with a positive attitude and resilience.

Special Circumstances

- Willingness to occasionally work early mornings, evenings and weekends.
- Some travel may be required
- You may be required to complete shopping on behalf of the charity for the benefit of projects and events.

Please note: If you have access to a vehicle, you will require 'business use' on your insurance if you intend to use your own vehicle for work purposes. You will be compensated for any business miles travelled in accordance with HMRC Approved mileage rates.

Eligibility Criteria

- Eligibility to work in the UK
- Willing to undergo relevant DBS and vetting checks (You will be handling charity funds and personal data)
- Willing to supply 2 successful references
- Access to a suitable WIFI network for remote working

Desirable skills and Experience:

- Museum, collections or interpretation experience
- Experience working in an educational or visitor experience setting
- Knowledge of basic gardening practices
- Experience completing risk assessments
- Experience planning and delivering events and projects
- Leadership and line management experience
- Experience with handling data analysis and reporting

How to Apply:

Please submit your CV and cover letter to Bob Wright before the above deadline:

Bob Wright, Chair

bob.wright.gov@ntlworld.com

For an informal chat about the role, or to answer any questions, please contact Bob.