



THE ROLE

Heritage & Volunteer Officer

Department:	Prevention
Role Code:	SC08
Grade/Role:	5
Responsible to:	Heritage & Volunteer Lead
Responsible for:	No line management responsibility
Date Revised:	July 2021

Job Purpose:

To protect and save life, property and the environment by supporting the Volunteer Scheme Development Manager and Funding, Marketing and Museum Manager in the successful delivery of their specific work streams.

Main Duties and Responsibilities:

1. To support the Museum Manager in creating and administering a membership scheme by implementing mail outs, e-flyers, writing and distributing e-newsletters, maintaining / updating Essex Fire Museum Membership Scheme.
2. To administrate all aspects of Essex Fire Museum's activity including audience development information, participation, professional development projects, loan boxes and tours, and committee board activity.
3. To administrate and regularly update all social media sites such as Facebook, TripAdvisor, and Visit Essex. To coordinate the production of and maintain stocks of Essex Fire Museum's digital images.
4. To identify and work with groups who may be interested in and benefit from visiting the museum and ensure publicity materials reach them. To co-ordinate and oversee educational programme and visits to the museum, in liaison with the Education Manager and Museum Manager. To co-ordinate and oversee the efficient and successful running of the educational loan box initiative at the museum.
5. To co-ordinate and oversee the efficient and successful running of seasonal children's activities at the museum, including half term activities, Christmas, Easter and Halloween.
6. To support the Volunteer Manager in the day-to-day running of the volunteer scheme. To attend volunteer group information, training, review and update

Role Profile

sessions. To coordinate with the Community Safety Delivery Team to arrange volunteers to attend public events.

7. To liaise and communicate with colleagues, volunteers, stakeholders and funders to keep them engaged. Help to maintain existing relationships with funders, partners, venues, commissioners and other related organisations.
8. Attend events, conferences, meetings, performances and community projects on behalf of the Managers and play an active role in raising the profile of Essex Fire Museum and the Volunteer Scheme and its aims and objectives.
9. To gather statistics, feedback reports, photographs and comments for evaluation purposes from touring, participation, and other projects for use in external reports for funders and other agencies and internally.
10. Liaise with ECFRS media team to ensure the museum and volunteer service web pages are posted regular news items and are up to date with projects, latest news, etc. To devise clear, accurate, up to date and effective schedules for activity and information and distribute to Managers and other interested parties.
11. Preparing, coordinating, attending, minuting and servicing the requirements of the Museum Committee meetings and other meeting relating to the two work streams.
12. Assist the Managers in the drafting and issuance of project proposals, budgets, cash flows and preliminary schedules.
13. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
14. Any other duties commensurate with the responsibilities and grading of the post.