My Voice – A Heritage for All Job Description

Guardian Programme Developer, Manchester

Title : Guardian Programme Developer, My Voice - A Heritage for All
Place of Work : The Fed Manchester
Dept : My Voice - A Heritage for All
Responsible To : Head of Heritage Learning, My Voice - A Heritage for All
FTE Salary : £33,509
Hours Per Week : 20 hrs p/wk - 16 Months fixed term contract

Project Summary

The Fed's My Voice - a Heritage for All, a major National Lottery Heritage Fund-supported project is focused on preserving and sharing the My Voice Collection: the UK's only heritage project using social care-led methods to document Holocaust Survivors' complete life stories.

The project will safeguard and expand this nationally significant Collection while transforming public access, learning and engagement through exhibitions, educational resources, digital platforms, volunteering and community participation. Additionally, the project will document its unique methodology for capturing trauma informed heritage. The project places Survivor voices and ethical storytelling at its heart, ensuring the Collection will be a vital educational resource in a post-Survivor landscape.

This role sits within the Development Phase of the My Voice - A Heritage for All project, focusing on delivering and learning from a series of pilot activities. The intention is to use this phase to inform and strengthen a subsequent Delivery Phase, subject to securing further funding from the National Lottery Heritage Fund

Job Purpose

To develop and manage the My Voice Guardian Programmes for young people and adults. The Guardian Programme supports participants to take responsibility for a Holocaust Survivor's life story, build a personal connection with that heritage, and share it with others to help safeguard it for the future. The role will lead recruitment, training and pilot activity, contributing to the long-term sustainability and legacy of the My Voice Collection.

Commitment To Our Values

To work with both service users and colleagues, in a way which is in line with the values of the organisation, namely which:

- Supports people's right to privacy
- Respects people's dignity
- Recognises people's human rights
- Permits zero tolerance of all forms of abuse
- Enables people to maintain the maximum possible level of independence, choice and control
- Treats all people as individuals
- Supports people to freely express their needs and wants
- Demonstrates respect and integrity in all our work with people

Main Duties & Responsibilities

- Lead on the development and piloting of the My Voice Young Persons Guardian Programme
- Lead on the development and piloting of the My Voice Adults Guardian Programme
- Plan, coordinate and manage day-to-day delivery of the Guardian Programmes pilot activity, ensuring activity is well organised and effectively tested
- Develop and implement recruitment processes for the pilots, testing and refining approaches to participant engagement
- Build and maintain positive relationships with schools, colleges, universities, community organisations and partner groups to support recruitment and engagement
- To travel to schools, colleges, community venues and partner organisations across Greater Manchester, and occasionally further afield, to deliver and promote the Guardian Programme
- Develop and deliver training and induction programmes for the My Voice Young Persons Guardian programme, piloting and refining content and approach
- Support participants to build confidence, understanding and skills in sharing Holocaust Survivor life stories responsibly and sensitively
- Ensure all Guardian Programme activity is delivered in line with safeguarding, ethical and organisational standards
- Support the development, testing and refinement of learning materials, guidance and resources to assist Guardians in sharing Survivor stories with others
- Support the development of learning materials, guidance and resources to assist Guardians in sharing Survivor stories with others
- Support the development of pilot activity and use the learning to refine and strengthen the programme model
- Ensure participant engagement and heritage activity are accurately recorded and monitored
- Lead on monitoring and evaluation activity for the Guardian Programmes, working alongside the Evaluation Consultant and wider project team
- Gather feedback and evidence of impact
- Ensure learning from evaluation is used to improve programme delivery and participant experience
- Act as a key point of contact for Guardian Programme participants, partners and stakeholders
- Support the promotion and visibility of the Guardian Programmes through events, presentations and communications activity

General Responsibilities

- To work in accordance with the organisation's mission, vision, strategic plans, policies and procedures.
- To behave in a manner that reflects positively on the organisation at all times.
- To demonstrate a commitment to the safeguarding and welfare of vulnerable adults and children.
- To promote equality of opportunity and anti-discriminatory practices.
- To assist in monitoring and maintaining quality standards across the organisation.
- To demonstrate an understanding and commitment to the principles of confidentiality.
- To work in a manner that is sensitive and empathetic to the culture of the Jewish Community.
- All post holders will be expected to be flexible with hours of work. Tasks or events may require working outside formal office hours.
- At all times ensure effective and efficient use of The Fed's resources.

Health & Safety

- To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work.
- To undertake duties and responsibilities in full accordance with the organisation's Health & Safety policy and procedures.

- To co-operate with policies and procedures to enable the organisation to comply with its obligation under Health & Safety legislation.

Training & Development

- Participate fully in training and development in accordance with the organisations training plan and mandatory requirements.
- To attend and participate in supervision sessions and an annual personal review.
- To attend and participate in staff meetings.
- To contribute to the learning of other staff.
- To employ the skills and knowledge gained from training back in the work environment and to evidence your progression through measure of competencies in supervision with your manager.

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in light of changing circumstances, following discussion with the post holder. These are fixed-term development phase posts for 16 months. Subject to securing delivery phase funding from the National Lottery Heritage Fund, we anticipate continuing this role in the delivery stage for 2.5 years.

Guardian Programme Developer (Manchester) – Delivery Phase

The following bullet points set out the main responsibilities of this role during the Delivery Phase, focusing on the rollout and coordination of project activity, ensuring it is delivered at scale, reaches intended audiences, and meets agreed outcomes.

- Lead the scaled up delivery of the My Voice Young Persons Guardian Programme across education and community settings
- Lead the scaled up delivery of the Adult Guardian Programme across education and community settings
- Manage participant recruitment, engagement and retention, working with schools, colleges and community organisations
- Deliver structured training and ongoing support for participants, enabling them to share Survivor life stories responsibly and sensitively
- Build and maintain partnerships to support participation, programme growth and wider engagement
- Ensure all activity is delivered in line with safeguarding, ethical and organisational standards
- Lead on monitoring and evaluation of the Guardian Programmes, using data and feedback to strengthen delivery and demonstrate impact
- Act as a key point of contact for participants, partners and stakeholders

Person Specification : Guardian Programme Developer, Manchester

My Voice – A Heritage for All

Factors	Essential Criteria	Desirable Criteria
Qualifications	A good general level of education – typically A-level or equivalent – or relevant experience demonstrating strong literacy and numeracy skills	Degree level qualification or equivalent experience/qualification in Education, Heritage, Teaching, Community Engagement, Youth Work, Social Sciences, History or a related field
		Safeguarding training or qualification
Experience	Experience of coordinating or delivering programmes, projects or activities involving young people and/or adults	Experience of working within the heritage, museum, education or voluntary sector
	Experience of recruitment, engagement or participant support activity	Experience of Holocaust education, oral history or survivor testimony projects

	Experience of delivering training, workshops or group learning sessions	Experience of volunteer management or peer-led programmes
	Experience of building and maintaining partnerships with schools, colleges, universities, community organisations or voluntary groups	Experience of supporting community-based or intergenerational learning initiatives
	Experience of monitoring, recording and evaluating project activity	
	Experience of working with sensitive subjects or vulnerable participants in a professional and empathetic manner	
Knowledge	Understanding of safeguarding and ethical practice when working with young people and adults	Knowledge of Holocaust history and its contemporary relevance
	Understanding of equality, diversity and inclusion in community and educational settings	Knowledge of heritage learning, oral history or archive-based engagement
	Knowledge of participant engagement and inclusive programme delivery	Understanding of trauma-informed approaches and sensitive storytelling
	Understanding of monitoring and evaluation processes and impact gathering	
Skills	Excellent communication and interpersonal skills	Skills in developing learning materials or guidance resources
	Strong organisational and administrative skills	Experience of using digital engagement or online learning platforms
	Ability to plan and coordinate multiple strands of activity	
	Ability to engage and motivate participants from diverse backgrounds	
	Ability to develop positive relationships with partners and stakeholders	
	Ability to facilitate training sessions, workshops or presentations	
	Strong written skills, including report writing and record keeping	
	Good IT and digital communication skills	
	Ability to work independently and collaboratively as part of a wider project team	
Personal Qualities Personal Qualities	Commitment to the aims and values of the My Voice project and the organisation	Understanding of, and sensitivity to, the culture and traditions of the Jewish Community
	Sensitive, empathetic and professional approach to working with Holocaust survivor life stories and heritage materials	Passion for heritage and education
	Commitment to safeguarding, confidentiality and ethical practice	
	Enthusiastic, proactive and adaptable approach to work	
	Ability to build trust and rapport with participants and partners	
	Commitment to widening participation and improving access to heritage	
	High level of integrity, reliability and professionalism	
	Willingness to work flexibly, including occasional evenings or weekends where required	