My Voice – A Heritage for All Job Description

Outreach & Events Co-ordinator, London

Title : Outreach & Events Co-ordinator, My Voice - A Heritage for All (London)
Place of Work : Hybrid
Dept : My Voice - A Heritage for All
Responsible To : Project Lead London, My Voice - A Heritage for All
FTE Salary : £36,036
Hours Per Week : 18 hrs p/wk - 16 month fixed term contract

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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 organise and deliver book launches, film screening events and any other events or exhibitions to showcase My Voice - A Heritage for All. To create new volunteer opportunities linked to the heritage collection, and build strong community partnerships. Also to develop a programme for the travelling exhibition.

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

- Organise book launches, film screening events and other events or exhibitions to showcase My Voice – A Heritage for All.
- Gather data and collate feedback after events, producing reports as required, to evaluate activity and inform future Delivery Phase planning and Delivery Phase application
- Develop good relationships with businesses and community organisations to expand the reach of the My Voice Collection, building partnerships to support future delivery and scale-up
- Develop 'An Audience With…' in-person Survivor events in the local community to expand the reach of the My Voice Collection
- Network to develop opportunities for the My Voice project and raise its profile
- Help to initiate collaborations that would help to raise the profile of the My Voice project, establishing partnerships to support long-term sustainability and reach
- Recruit and train volunteers
- Offer regular support and supervision to all local volunteers
- Organise new bi-monthly volunteers' support meetings
- Co-ordinate the travelling exhibition programme in London and liaise with venues to ensure it is well organised, using this as a pilot to test delivery, logistics and audience response
- Ensure all work undertaken is precise with attention to detail
- Attend team meetings

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.

Outreach & Events Co-ordinator (London) – 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.

- Plan and deliver a programme of community engagement events, exhibitions, book launches and film screenings in London and the South East to showcase the My Voice – A Heritage for All project
- Coordinate the travelling exhibition programme across venues, ensuring effective logistics and high-quality delivery
- Work with Survivors and volunteers, providing ongoing support throughout delivery activity
- Develop and maintain partnerships with community organisations to expand reach and engagement across different audiences
- Recruit, train and support volunteers involved in delivery and public engagement activity
- Collect feedback and data from events to support reporting, evaluation and continuous improvement
- Support audience development by increasing participation across community, cultural and public settings

Person Specification : Outreach & Events Co-ordinator (London)
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 in Events Management, Community Engagement, Heritage, Marketing, Education or a related field
		Training in safeguarding or audience engagement
Experience	Experience of organising and delivering events, exhibitions or public engagement activity	Experience of working within the heritage, museum, education or charity sector
Experience	Experience of building relationships with schools, community groups, businesses or partner organisations	Experience of organising travelling exhibitions or touring programmes
	Experience of recruiting, supporting or coordinating volunteers	Experience of community outreach linked to history, culture or education projects
	Experience of gathering feedback, monitoring participation and producing reports	Experience of supporting Holocaust education or survivor testimony projects
	Experience of working collaboratively within a project team	
	Experience of coordinating multiple activities and managing competing priorities	
Knowledge	Understanding of community engagement and audience development approaches	Knowledge of Holocaust history and its contemporary relevance

	Knowledge of volunteer support and inclusive engagement practices	Knowledge of heritage learning, oral history or public history projects
	Understanding of safeguarding and ethical practice when working with vulnerable adults and young people	Understanding of exhibition planning and venue liaison processes
	Knowledge of event planning, coordination and evaluation processes	
	Understanding of equality, diversity and inclusion in community settings	
Skills	Excellent organisational and time management skills	Skills in public speaking, facilitation or presentation delivery
	Strong communication and interpersonal skills	Experience using social media or digital platforms to support outreach and events promotion
	Ability to build and maintain positive relationships with a wide range of stakeholders	
	Ability to coordinate events and outreach activity effectively and professionally	
	Ability to recruit, motivate and support volunteers	
	Ability to work independently and use initiative	
	Strong administrative and record keeping skills	
	Good IT and digital communication skills	
	Attention to detail and ability to maintain high standards of delivery	
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
	Enthusiastic, proactive and adaptable approach to work	Passion for heritage, community engagement and public events
	Sensitive and respectful approach to working with Holocaust survivor stories and heritage material	
	Commitment to safeguarding, confidentiality and ethical practice	
	Ability to work collaboratively as part of a team and independently when required	
	Commitment to equality, diversity and widening participation	
	Professional, reliable and approachable manner	
	Willingness to work flexibly, including evenings and weekends where required for events and exhibitions	