

## Job Description

<b>Title:</b>	Heritage Engagement Manager
<b>Department:</b>	Learning and Resources
<b>Reporting to:</b>	Cathedral Administrator/Canon Steward
<b>Responsible for:</b>	Learning and Resources team, circa three members of staff plus volunteers
<b>Hours of Work:</b>	35hrs per week based on a flexible working pattern
<b>Location:</b>	Exeter Cathedral
<b>Salary:</b>	Circa £33,000 - £38,000 depending on experience
<b>Contract Type:</b>	This post is intended to be permanent but is funded by the National Lottery Heritage Fund and the Pilgrim Trust in the first instance, and its continuation will depend on a successful Delivery Phase application.

### Background to the role:

We are seeking to appoint a Heritage Engagement Manager to lead the delivery of the cathedral's vision to promote and share our collections as a resource for the whole community, developing and expanding our engagement programmes, whilst ensuring a high quality level of collections management and conservation. You will join the cathedral at an exciting time as we prepare our stage 2 National Lottery Heritage Fund bid to transform the quality, breadth and depth of visitor engagement.

Exeter Cathedral's historic collections consist of over 20,000 Library titles, and 325 linear metres of archives, objects and pictures. Almost all are unique in their history and are connected to the cathedral, its people and its story. Our accredited Library and Archive is responsible for the care of some extraordinary, globally significant treasures including the Exon Domesday, the Exeter Book and the Eliot Indian Bible and a collection of remarkable medieval wax votive offerings. It also holds all records of the cathedral including Edward the Confessor's foundation charter and fabric rolls.

The historic collections are divided in to 3D objects, such as plate, historic vestments, pictures, archaeological fragments, paintings, misericords etc. and 2D library manuscripts & printed material; and archival records & manuscripts. They are located in The West Wing of the Bishop's Palace, the Vault and throughout the Cathedral. The Heritage Manager is responsible for the management of the West Wing and the historic and heritage collections. The successful candidate will hold a degree-level qualification in museum, library or archival studies or equivalent experience.

The new Heritage Engagement Manager role will lead the growth of our education provision, bringing it together with the Library and Archives, to create a new Learning and Resources Department, which will interpret our collection effectively, and creatively to develop and attract new audiences and partnerships. We have begun to develop our online presence and engagement with Social Media, but both need further work. As a collections specialist with a passion for public engagement, the Heritage Manager will lead this whole department.

**Purpose of the role:**

- Direct the overall development of the Learning and Resources Department, ensuring integration with, and contribution to the Chapter's mission, vision and values.
- Lead the implementation of the Learning and Resources elements of the Activity Plan to grow audiences and transform access to and engagement with the cathedral's stories and collections.
- Integrate the education department within Learning and Resources and lead the growth and development of the education programme, ensuring that we reach out effectively to new and existing audiences, using creative interpretation of the collection and the cathedral to build and diversify audiences.
- Lead on all historic and heritage collections strategy, policy, decision-making and service development.
- Initiate, develop and implement, strategically and operationally, the care of the collections including conservation, documentation, interpretation, scholarly research and loans in line with Accreditation Standards.
- Oversee, develop and implement strategic and operational care of manuscripts, books, documents and records in line with Accreditation Standard.
- Develop online engagement to give better access to the collection, and to enhance our educational offering.
- Develop new and existing partnerships to resource and develop the work.

**Main Duties and Responsibilities:**

*Strategic Planning and Management for the Learning and Resources Department*

- Integrate the Cathedral's education department with the Library and Archives Team, seeking to maintain our wide education brief and at the same time underpin and resource this with our great collection.
- Line management of three member of staff, setting objectives, managing, coaching and developing their skills and ensuring the sharing of experience and best practice within the team.
- Work with the team to develop, plan and deliver all matters relating to policy setting, budget management and negotiation of insurance cover for events, educational development and exhibitions.
- Manage the running and maintenance of the facility in the West Wing of the Bishop's Palace including Health & Safety responsibilities, public access including opening and closing procedures, maintenance of fabric and fittings, security and Disaster Recovery Planning, and on site response to security alarm activations for the historic collections.
- Provide input into the planning and delivery of the cathedral's development project, offering specialist advice as required, determining areas to contribute to and opportunities to promote the collections.
- Work with the Education, Outreach and Partnerships Officer to ensure that the Activity Plan is developed and delivered.
- Provide specialist advice and prepare applications to the Fabric Advisory Committee and the Cathedral Fabric Commission for England on behalf of the Dean and Chapter of Exeter.

- Initiate, develop and implement policies and strategic planning for the historic collections to meet and exceed the curatorial, conservation, interpretation and access standards of the Chapter.
- Encourage the digitisation of the collection, enhancing online access, as well as developing and promoting online learning opportunities.
- Develop the opportunities afforded by Social Media for engagement with the collection and our learning resources.
- Manage operating budgets for the department and contribute to the financial planning process to ensure effective use of resources. Explore new income streams with the Development Director - and use the collection to support these.
- Maintain awareness of regional, national and international information, educational and re- search developments to ensure good practice.
- Build relationships and work collaboratively across the cathedral, becoming an active member of the wider team, sharing time, ideas and expertise

#### *Collections Development and Conservation*

- Develop a Collections Management Framework to integrate the collection policies in the Cathedral Conservation Management Plan across the heritage and historic collections.
- Advise the Dean and Chapter on conservation, care, maintenance, cleaning, handling, documentation, interpretation and access to all the historic collections, but especially the 3D collections, including conditions under which historic objects can be used for liturgical and visitor engagement purposes. Develop a programme, within available resources, for the conservation of the collections and their long-term preservation.
- Develop and maintain the Disaster Recovery Plan, with special focus on the prioritisation and protection of the collections, in conjunction with the Clerk of Works and the Health & Safety Manager.
- Act as Owner for the CFCE Cathedral Inventory, including the design and transfer of information.
- Maintain membership of both internal and external professional bodies to represent the historic collections.

#### *Learning and Engagement*

- Ensure our commitment to inclusion and diversity is reflected in all the department's work.
- Support the education team in their engagement with the Visitor Services Department to create innovative ideas and solutions to achieve an involving and engaging visitor/user experience, which actively promotes the understanding of the collections, the cathedral's history and heritage - to support both formal and informal learning and research.
- Build contacts and relationships to use in service development, including partnership working with external academic, professional, heritage and community organisations to ensure the importance of the collections are understood and their reputation is maintained and enhanced through presentations, events, workshops and seminars.
- Provide advice and training for other cathedral staff to ensure the awareness and security of the collections and their care.
- Ensure the requirements of the 'Memorandum of Understanding' between Exeter University and the Cathedral are met by working with the relevant Exeter University staff to integrate developments and policies with those of the Dean and Chapter of Exeter.
- Maximise the opportunities arising from the Unesco City of Literature
- Lead on the development of the department's section of the website, working collaboratively with the Marketing department, to promote our activity, widening access to education and to the collections

- Share learning with other National Lottery Heritage Fund projects and potential applicants.
- Answer advanced and specialist enquiries, both physical and remote.
- Use audience research and user feedback to continuously evaluate, improve and grow our learning and engagement programmes

### **Professional Requirements:**

- Hold a Museums Management Qualification or Library or Archive degree, potentially a Master's Degree, or equivalent experience
- Undertake training for personal and professional development.
- Experience of engaging a wide range of audiences, and a commitment to access and inclusion.
- Participate in professional organisations, conferences and meetings as part of CPD, contributing to the profession's debates and representing the work of Exeter Cathedral

### **Benefits**

- The Cathedral will match up to 5% of your contribution to your pension plan (provided it is HMRC approved)
- Holiday entitlement – 30 days including Public Holidays per annum
- 10% discount in our Shop and Café
- Chance of complimentary tickets to our in-house concert
  
- The appointment will be subject to enhanced clearance from the DBS

### **How to apply**

An initial, informal, telephone conversation is welcomed: please contact Catherine Escott, Cathedral Administrator, on 07914 901254.

Please complete the application form, available on our website, <https://www.exeter-cathedral.org.uk/about-us/vacancies> you may also include your *curriculum vitae*, if you wish.

Applications should be sent by email or post to:

Catherine Escott, Cathedral Administrator, 1 The Cloisters, Exeter, EX1 1HS  
Tel: 01392 255573, email: [vacancies@exeter-cathedral.org.uk](mailto:vacancies@exeter-cathedral.org.uk)

We will acknowledge receipt of all applications.

**The closing date for applications is 12 noon on Monday 15<sup>th</sup> March 2021**

**Interviews will be held on Wednesday 31<sup>st</sup> March and Thursday 1<sup>st</sup> April**

**At present it is planned to hold interviews on zoom, however we will arrange socially distanced visits for candidates who are invited to interview, as long as government guidelines allow.**