



Managing, Developing and Animating the Forum for our visitors and tenants



We are looking to make an appointment to the following position:

Project Assistant - Heritage Open Days
Temporary position for a fixed term until October 2019
21 hours per week

C. £20,000 pa pro rata

INFORMATION PACK

The Forum Trust Limited
The Forum, Millennium Plain
Norwich NR2 1TF

www.theforumnorwich.co.uk

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COMPANY OVERVIEW

The Forum is managed by The Forum Trust, an independent, self-financing charity. We have a broad brief which emphasises lifelong learning, and includes celebrating technology, discovery, history, heritage, creativity and culture.

We are responsible for the main Forum building, 2 Millennium Plain, and the outside spaces in front of The Forum. We manage a large underground car park, and are landlords to a range of tenants including BBC East and Radio Norfolk, Pizza Express and Café Bar Marzano, the Tourist Information Centre and the Millennium Library.

This business model enables the Trust to support the management and maintenance of the building, and provides an opportunity to create and deliver a diverse and varied programme of community events and activities, most of them free of charge, for people of all ages to enjoy.

Recent projects and partnership events include: Norwich Science Festival, Run Norwich, Makers' Month, Norwich Gaming Festival and Heritage Open Days.

We could not achieve any of that on our own and the popularity of The Forum is the result of working with a wide range of partners.

Further information about the building's facilities and the events that can be enjoyed here can be found on our website: www.theforumnorwich.co.uk.

The Forum has a team of approximately 30 permanent staff, and we also employ a team of casual staff to help us deliver events and public activities.

About Heritage Open Days

Heritage Open Days is England's largest festival of history and culture, bringing together over 2,500 organisations, 5,000 events and 40,000 volunteers. Every September, places across the whole country throw open their doors to celebrate their local heritage, community and history.

2019 is the 25th anniversary of Heritage Open Days and the festival runs from 13-22 September

The hugely popular annual heritage festival sees thousands of local people exploring hidden gems right on their doorstep, all for FREE! From castles to city halls, tunnels to tower tops, workshops to woodland walks, the variety of places and ways to discover them are endless.

The Heritage Open Days programme in Norwich and across much of Norfolk is coordinated by The Forum with support from Norwich City Council and Norwich Tourist Information Centre. The programme is also delivered in partnership with Breckland Council, Broadland District Council, Thetford Town Council, Great Yarmouth Borough Council, South Norfolk Council, Visit North Norfolk and many local organisations and individuals.

JOB DESCRIPTION

POST: Project Assistant – Heritage Open Days

Temporary position, for up to 26 weeks.

Part-time 21 hours (3 days per week), with the possibility to increase to 4 days per week during peak periods.

Location: The role is primarily based at The Forum, Millennium Plain, Norwich, NR2 1TF, but the post holder may be required to visit event organisers or attend meetings outside the office.

Reporting to: Event Producer - Heritage Open Days

Scope of the Post:

As part of a small dedicated project team, you will provide support and assist with all aspects of the Heritage Open Days festival. Working with the Event Producer, you will liaise with event organisers, the general public, and all those involved in HODs, including suppliers, internal and external colleagues and project partners.

Key Activities:

- Providing a first point of contact within The Forum for enquiries relating to Heritage Open Days (HODs).
- Dealing with telephone, email and postal enquiries from the public and event organisers and partners, supporting and progressing registration of events on the national HODs website, and chasing registrations as required.
- Checking, confirming and amending information and event details for inclusion in the HODs brochure, writing or editing copy as required, and making sure event details are correct and accurate.
- Working with the HODs project team to write and edit copy for the HODs brochure as required.
- Working with the Event Producer to set up and manage the online ticketing system for HODs, creating initial events listings, and monitoring
- Developing a detailed knowledge of all events planned for HODs, and supporting event organisers to create and coordinate new events.
- Processing ticket enquiries, working with the Tourist Information Centre, event organisers and others to promote the event booking system, and supporting the public to use the system.
- Monitoring ticket sales, and providing regular up to date information and reports as appropriate.
- Preparing and distributing event attendance lists, ensuring they are accurate and up to date.
- Helping manage and support volunteers involved in HODs.
- Supporting the HODs project team with marketing and social media activities

- Working with the Event Producer to coordinate organiser and visitor surveys and project evaluation
- Playing a key role in making sure that HODs is delivered successfully.

The activities of the post will be carried out in accordance with policies, procedures and systems issued in line with operational and regulatory requirements.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	5 GCSEs A-C or equivalent including English	
Experience	<p>Previous administrative experience</p> <p>Experience in a front-line, customer contact or public facing role</p>	<p>Experience of working in an events or project-based environment</p> <p>Experience of supporting marketing activities</p>
Skills	<p>Excellent communication skills, both written and verbal</p> <p>Able to follow instructions, and to plan and prioritise tasks</p> <p>Good IT skills including MS Excel</p> <p>Ability to work to tight deadlines and manage multiple tasks</p> <p>Excellent attention to detail</p> <p>Confident to work on own initiative and collaboratively in a team</p>	<p>Proof reading and preparing marketing/website/brochure copy from source information</p> <p>Knowledge and use of basic databases</p> <p>Knowledge and use of social media channels</p>
Personal Attributes	<p>Self-motivated and well organised</p> <p>Flexible approach to tasks and workload</p> <p>Proactive</p> <p>A 'can-do' attitude</p>	<p>An interest and enthusiasm in heritage and the local area</p>

MAIN TERMS AND CONDITIONS

Detailed below are the main terms and conditions of employment:

Hours

The hours of work for this post may vary, but will be 21 hours (three days per week) initially, Tuesday to Thursday, potentially rising to four days a week during September. There is an opportunity for flexibility and exact days of work can be discussed at interview. Standard working hours will be 9am to 5pm, with an hour unpaid for lunch.

However, from time to time your role may require you to work outside of the normal working hours set out above. This can include weekends, bank holidays, evenings and/or nights. For working any additional hours outside of your normal working week, time off in lieu will be granted, generally in the week before or after, agreed with your Line Manager, or payment will be given.

Payment of Salary

Payment is via Monthly Bank Transfer on the 20th of each month, (3 weeks in arrears, 1 in advance).

Annual Leave

The standard annual leave allowance for a full time 37.5 hour per week position at The Forum is 25 days per annum, plus bank and public holidays. The annual leave entitlement for this post will be pro rata based on the full time allowance.

Probation

There is a two week probation period for this post.

Equal Opportunities Policy

We are committed to equal opportunity in employment and recruitment. Applications are considered on the basis of their suitability for the post regardless of sex, race, ethnic origin, disability, age, marital status, domestic responsibilities, sexual orientation or religious affiliation. Suitability will be assessed on the basis of factual information provided by candidates. Give as much information as possible, including information about experience gained outside employment and any other factors or circumstances which you would like to be taken into account.

THE APPLICATION PROCESS

If you would like to apply for this position please forward a completed application form and CV with a covering letter explaining why you feel you are a suitable candidate to our HR services provider, quoting reference **TFT117**:

HR Team Ref: TFT117
Flagship Group
31 King Street
Norwich
Norfolk
NR1 1PD

Email: Recruitment@Flagship-Group.co.uk

Application Forms can be obtained from: www.theforumnorwich.co.uk

To discuss this role in more detail, please contact:

Katie Ellis, Event Producer – Heritage Open Days
The Forum Trust Ltd
The Forum,
Millennium Plain,
Norwich,
NR2 1TF

Telephone (direct): 01603 727989 Telephone (office): 01603 727950

CLOSING DATE FOR APPLICATIONS: Monday 25 March 2019 at 10am

Shortlisted candidates will need to be available for interview on **Wednesday 3 April 2019** at The Forum.

References will only be taken up after interview.

The successful candidate will be subject to an enhanced DBS check.

All necessary training will be provided.