



Job Description

Role Description:	Engagement Officer (P/T)
Location:	Stow Maries Great War Aerodrome/ Hybrid. Limited Remote working during probationary period.
Nature of Contract:	0.4 FTE / 780hrs per annum (averaging 15hrs per week but probably more in Summer)
Managed by:	Chief Executive Officer
Direct Reports:	None
Remuneration:	£10,200 (Pro Rata: £25,500)
Holiday	10 days per annum, plus Bank Holidays as appropriate.

Stow Maries Great War Aerodrome (www.stowmaries.org.uk) can be found in rural Essex, between Chelmsford and Maldon. It is the last remaining Great War Aerodrome functioning as such in Europe. It houses the largest collection of surviving Royal Flying Corps buildings in the world. 23 2* Listed buildings, on the Historic England At-Risk Register. It is an Arts Council England accredited museum, a renovation project, and light aircraft aerodrome and an award-winning volunteering centre. It is operated by Stow Maries Great War Aerodrome Ltd, a registered Charity.

Description:

This new post is a key part of the future planning of the museum. Working closely with the Marketing Officer, Welcome Supervisor and CEO, the post holder will engage directly with audiences to build footfall to Stow Maries Great War Aerodrome, owning relationships with visitor groups, schools and societies. Operationally, they will hold key relationships with the Finance Officer and Catering Supervisor. They will seek out new and refresh existing audiences, using their own expertise and networks, as well as developing those already in place, to reach educational, tourist and special interest groups.

They will own the administrative journey, shaping it as necessary to achieve a streamlined, efficient and professional process.

The postholder will be a team-player with initiative and a passion for collaboration, as well as a motivated and enthusiastic person. The nature of this role requires on-site working weekly. The museum is multi-faceted, complicated and has a variety of workstreams in action at any given time, so to deliver the outputs, on-site immersion is vital. As the postholder becomes





more established, remote working for some days will be possible, but there will always be a requirement for on-site attendance, weekly.

Reporting directly to the Chief Executive Officer, the Engagement Officer will be a vital part of a small team of paid staff and a large team of dedicated volunteers.

Key responsibilities

- Work with the Management team to fully understand the Visitor Experience.
- Administer the Visitor Engagement journey from enquiry to completed visit, working with all supporting departments such as Curatorial, Catering and Marketing as appropriate.
- Respond to visitor enquiries, when they are visit related.
- Work with the Marketing Officer to contribute to external communications to our audiences.

Additional Duties

- Maintain the highest standards of professionalism in dealings with internal and external clients.
- Work collectively towards the Vision and Aims of SMGWA.
- Abide by the Code of Conduct.
- Act in accordance with all policies and procedures.

Required Personal Skills and Qualities

- Strong relationship management experience.
- Computer literate.
- Fully proficient in the use of Microsoft Office.
- Keen attention to detail.
- Excellent verbal and written communication skills.
- Excellent organisational skills and the ability to prioritise a workload.
- Excellent time management skills.





- Ability to work within a team.

Additional Skills and Qualities an advantage

- Experience or good understanding of working with volunteers.
- Experience of working in a charity environment.

Personal Attributes

- Able to present a professional and positive image of SMGWA.
- Self-motivated and enthusiastic.
- Excellent time-keeping
- Reliable.
- Understanding of and commitment to diversity and equal opportunities.

Application Process

- To arrange an informal discussion about the role, applicants should contact ian.flint@stowmaries.org.uk .
- To apply, please send a CV, no longer than 2 pages in length and a separate covering letter to ian.flint@stowmaries.org.uk .
- Short-listed applicants will be advised via e-mail by 7th February 2025. Final Interviews will take place on 20th February 2025, with extra sessions planned for 25th February 2025 if required.

