

Job Profile –Site Facilitator, Public Engagement

Name:

Job Title: Site Facilitator

Location: Based at Hampton Court Palace with travel to all Palaces

Responsible To: Operations Manager

Responsible For: Co-ordination of Public Engagement Volunteers at Hampton Court Palace

Key Budgetary Responsibilities: £10k-£30k tbc

Job Profile Agreed:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Job Title	Site Facilitator, Public Engagement
Purpose of this job	To facilitate the smooth running of Public Engagement Programmes across all sites (but with responsibility specifically for Hampton Court Palace) by providing efficient operational delivery and administrative support. To ensure that all participants receive excellent customer service and enjoy a high quality experience.
Main customers to this job	Public Engagement Programme participants: 1 – Formal education visitors – schools, colleges and teachers 2 – Family learners 3 – Youth learners 4- Adults Programme Presenters Public Engagement Volunteers Public Engagement Colleagues Palace/Site Operations
Key areas of responsibility:	<ol style="list-style-type: none">1. Manage the site use for Public Engagement activities, using all appropriate and relevant HRP site systems, including space bookings, equipment, catering and IT support relevant across the HRP sites.

2. Provide 5* customer service at all times and actively engage with all learning participants to provide a high quality experience for their visit(s), recognising different needs and accommodating these appropriately.
3. Deliver operational and administrative support across Public Engagement: e.g., manage learning spaces; maintain and update the learning space bookings diary; set up furniture and equipment in the learning spaces for all programmes, meet and greet groups for booked sessions.
4. Act as Public Engagement Operations liaison with other HRP depts., especially wider Operations team. Ensure the free flow of communication and information by attending regular Operations meetings, regular Health and Safety briefings/meetings and enabling excellent communication of Public Engagement activities to the wider teams in each palace, and wider palace communications back to the department.
5. Support Public Engagement colleagues in the planning and delivery of events and activities by offering operational guidance and contributing logistical expertise to project teams and working groups as and when required.
6. Recruit, induct and coordinate Public Engagement volunteers to support Public Engagement programmes by arranging rotas, briefings and training. Liaise with the HRP Volunteer Manager and other Site Facilitators, attend the Volunteer Forum, and ensure excellent engagement and communication with current (and prospective) volunteers.
7. Support the Operations Manager and the Audience Champion by arranging the sending out and collation of evaluation forms, including assisting with data input, to aid reporting of all KPIs.
8. Supervise Learning Activity Assistants supporting Public Engagement events.
9. Meet regularly with fellow Site Facilitators (one has responsibility for the Tower of London and the Banqueting House, the other Kensington Palace and Kew Palace) and work together to ensure consistent and high quality Operations support across the department. Occasionally cover the Site Facilitator role at other sites.
10. Work with the Operations Manager, Deputy Operations Manager and Public Engagement colleagues to ensure that events are appropriately staffed. This will require

Duty Managing events and some evening and weekend work.

11. Ensure that all public information is kept up to date and consistent at all times, by working as a collective team across all sites with fellow Site Facilitators.
12. Deal with customer queries and complaints in a prompt and professional manner, reporting up to Operations Manager as appropriate. Personally handle comments (compliments/complaints) as and when required; ensuring that they are logged and shared with the Public Engagement Operations Manager, and Visitor Services teams.
13. Maintain a safe environment for participants and staff, ensuring that all learning spaces are managed in accordance with fire, health and safety, safeguarding, and environmental policies and procedures (including undertaking risk assessments for learning spaces as required). Undertaking monthly health and safety checks of spaces and keeping appropriate records.
14. Ensure learning spaces are well maintained, reporting faults and maintenance issues as necessary. Oversee a site budget in agreement with Operations Manager.
15. Constantly review and seek new opportunities to maximise operational effectiveness, ensuring the most appropriate customer care, information sharing and cost effective use of resources at all times.

Core Qualities and Behaviours
(HRP's Performance
Framework)

In addition to your main areas of responsibility, the following core qualities and behaviours are required from all staff. Further details can be found in HRP's Performance Framework which can be found on the HR section of the intranet. Your role is primarily at level (NO 1 2 or 3.) of the Performance Framework.

- Ensure every customer (internal and external) feels delighted with their contact with HRP and the quality of the personal service/experience they receive. (Delighting the Customer)
- Manage yourself and others effectively through planning, organizing and anticipating problems ahead. (Planning for Success)
- Deliver work on time and to the high standards required, by taking ownership for outcomes, demonstrating pride in their achievement. (Owning the Issue, Getting it Done)
- Explore and try fresh, novel ways of doing things that are in keeping with HRP's Cause and add real value to the Organisation. (Having the courage to try new things)
- Continually develop expertise in key areas of your role, to ensure delivery of high quality work. (Developing our Expertise)
- Develop and maintain an in-depth understanding of the organisation, so that all your actions help achieve the best outcomes for HRP. (Knowing our Organisation)
- Work collaboratively with colleagues across functional and geographical boundaries to ensure the success of HRP. (One Team – One HRP)
- Support and guide your colleagues so they feel valued and inspired to succeed in their work (Supporting others to Succeed) [*non managers*]
- Lead, develop and encourage your team to succeed in their roles and to display the Qualities in the Performance Framework. (Supporting others to Succeed)[*Managers*]

Other rules/standards

In addition to Key Areas of Responsibility and Core Qualities and Behaviours above, you are also required to have read, understood and comply with the rules/standards contained in HRP's Code of Conduct as contained in your Staff Handbook and in the Health and Safety Handbook.