

# Victorian Palm House Engagement Co-ordinator (Communities)

## Learning & Engagement

### Job Description

#### Programme Delivery

- Co-create and deliver a series of inclusive community engagement sessions with three priority community groups, focusing on project themes and fostering a sense of shared ownership and connection to the Palm Houses.
- Develop and implement a rolling programme of accessible opportunities for a wide range of community groups to experience the Palm Houses – this may include guided tours, themed workshops, and creative sessions.
- The community groups we seek to work with might include groups such as people living with dementia and their carers, young people, people from black and minority ethnic communities or communities from less affluent areas of Edinburgh, so experience of working with one or more groups like these would be an advantage.
- Collaborate closely with the VPH Engagement Coordinator (Events) to co-design and deliver programmes, sharing resources and supporting each other's work.

#### Planning and Coordination

- Design engaging and meaningful workshop content in partnership with artists, musicians, freelancers, and external partners.
- Coordinate all logistical aspects of events and workshops, including scheduling, planning, and delivery.
- Co-develop inclusive tour content for diverse audiences, in partnership with the Engagement Coordinator (Events).
- Support ticketing processes and contribute to the development of accessible public entry routes.
- Work with Marketing and Communications colleagues to promote events effectively and inclusively.

#### Delivery and Facilitation

- Lead delivery teams for community engagement events, ensuring a welcoming and inclusive environment.
- Support collaborative event delivery and manage external contractors as needed.
- Deliver engaging tours of the Palm Houses tailored to a wide range of audiences.
- Participate in events, including evenings, weekends, and public holidays, as part of a flexible 5-out-of-7-day working pattern.
- Facilitate access for community groups to the wider cultural programme.
- Ensure the voices, needs, and aspirations of target audiences are central to planning and decision-making.
- Align all activities with the community engagement team's best practice guidelines and ensure programmes complement existing offers.
- Collaborate with the Planting Connections: Community Engagement Officer to consult the Community advisory group and create opportunities for Biodiversity Ambassadors to engage with the programme.

### **Health, Safety, and Compliance**

- Support applications for public safety and licensing.
- Conduct thorough risk assessments for all events and activities.
- Ensure full compliance with safeguarding policies and best practices.

### **Monitoring and Evaluation**

- Coordinate procurement for contractors and suppliers as needed.
- Collect and analyse evaluation data aligned with project outcomes.
- Contribute to reporting for both internal stakeholders and external funders (e.g., NLHF).

### **Communication and Collaboration**

- Build and maintain strong, respectful relationships with community partners.
- Work collaboratively with colleagues across Marketing, Development, Commercial Sales, and Visitor Welcome to ensure inclusive access for all audiences.

### **Additional Responsibilities**

- Maintain and update project budgets, monitoring expenditure against agreed cost headings.
- Line manage the VPH Engagement Assistant (Communities).
- Co-lead the recruitment, training, and support of Palm Houses Engagement Volunteers.
- Oversee procurement processes for any required contractors.

## Person Specification

### Essential Skills

- Demonstrated ability to manage and monitor budgets effectively.
- Proven experience in designing and delivering community engagement programmes in partnership with diverse community groups. You must have experience of working with groups who face barriers to accessing engagement, which might include but is not limited to: isolated communities, people from black and ethnic minority backgrounds, young people (18-25), people experiencing socio-economic deprivation.
- Skilled in collecting, analysing, and reporting evaluative data to meet project deadlines.
- Experience working directly with community groups and embedding their voices in decision-making processes.
- Ability to recruit, support, and manage volunteers in a collaborative environment.
- Commitment to delivering inclusive and accessible programmes that meet high standards of equity and participation.
- Understanding of safeguarding responsibilities and experience applying best practices.
- Knowledge of health and safety procedures and experience implementing them in public-facing settings.
- Strong written and verbal communication skills, adaptable to different audiences.
- Excellent organisational and time management skills, with the ability to prioritise effectively.
- Collaborative team player with a proactive and solution-focused approach.
- Confident in using Microsoft Excel, Word, or equivalent digital tools.
- Up-to-date understanding of best practices in community engagement and the wider sector.
- Awareness of accessibility and inclusion principles and how to apply them in practice.
- Knowledge of one or more relevant areas such as horticulture, arts and culture, or heritage.
- Substantial experience in community engagement within horticulture, heritage, arts, or related sectors.

### Desirable

- Experience in line management or team leadership.
- Relevant qualification in community engagement, education or heritage.