



Heritage

Engagement Officer

---

**Job Title:** Heritage Engagement Officer (HEO)

**Organisation:** Kilcooley Women's Centre (KWC) - "Eastside Lives – The Old Market House, Bangor"

**Location:** Old Market House, 77 Main Street, Bangor BT20 5AF

**Reports to:** Training Manager

**Responsible to :** Head of Business Services & Digital

**Salary:** NJC Point 20 £30,296

**Contract Duration:** Fixed term contract – 12 Months, potential extension if further funding secured

*3 Month Probationary Period, this client facing role, post not suitable for remote working.*

**Holidays:** 25 days per year plus statutory holidays

**Hours of work:** 35 hrs per week but willingness to work flexibly including evenings and weekends is essential.

**Start Date:** Estimated 22 April 2024

*The following gives an indication of the current main duties and responsibilities of the post. The post holder will be expected to work flexibly and carry out any other duties appropriate to the role which may reasonably be required from time to time.*



### **About the Organisation:**

**Kilcooley Women's Centre (KWC)**, established in 1995, is a charitable organization dedicated to supporting women, children, and families in the Ards North Down region of Northern Ireland. KWC provides a holistic range of services, including personal development, education, training, employability support, mental health programs, community engagement, and social initiatives. Our goal is to empower individuals and communities through various programs that inspire and enable personal growth.

At KWC, we take pride in fostering a positive and supportive company culture. We prioritise the well-being of our staff, emphasizing a caring and inclusive environment. Our commitment extends to maintaining a healthy work-life balance for our team members. To ensure professional growth, we offer ongoing training opportunities, empowering our staff to excel in their roles. Join our team at KWC, where we not only value your contributions but also recognise your overall well-being

### **About the Eastside Lives Project:**

**'Eastside Lives'** is an immersive heritage project aims to transport residents and visitors on a captivating journey through Bangor city's history, combining technology, storytelling, walking tours and interactive exhibits to create a multi-sensory experience. Participants can explore historical neighbourhoods, listen to oral histories, and engage displays that overlay the past onto the present. The project incorporates local art, music, and culture to bring history to life. With the support of passionate community guides, the project invites everyone to step back in time and understand how the city has evolved, from its earliest origins to its vibrant present. By fostering a deeper connection with the city's heritage, this project ensures that the past remains a vivid and integral part of its identity, inspiring a sense of pride, understanding, and unity among its residents.

This project evolved from a group of women coming together to save a heritage building and using it to Draw in people who don't usually engage in heritage, helping participants to tell the stories of the past, bringing life to the build heritage, stories that don't usually get told. It gives people and their stories a presence in Bangor City Centre and enables us to commence collaboration with other heritage focused organisations in Bangor City centre caring for heritage buildings. This project is anticipated to be the catalyst for a further development project to enhance heritage engagement for women in the region.

### **AMBITIONS OF THE PROJECT**

- A unique heritage programme led by women for women, removing barriers to engagement and widening participation
- Bring together the people who have a passion for heritage and the Old Market House restoration project, creating the opportunity to develop and deepen that passion.
- Engage a wider range of people in heritage - particularly those hard to reach
- Reach out to disadvantaged groups/individuals who do not normally participate in heritage programmes and feel excluded

- Provide a benefit to the public via a historic heritage asset
- Deliver public value, with an accessible, dynamic engagement programme
- Curate a Heritage Team to work on the long term strategy of the building and heritage in Bangor
- Collect stories, oral history and capture memories of the building
- Co-ordinate events and activity in the heritage building and the city of Bangor
- Capture the diverse history of the building and its many community uses over the past 300 years, including - The original **Market House**, central to business and community life - The first **Court House** , An **Elementary School**, **Music Hall** - The old **Town Hall**, and **Bank**.

The Old Market House is a building of importance to the history of Bangor. It has been at the centre of community life as a market house, a Court House, Rent Office, School, Town Hall and of course a bank. There is now an opportunity to write the next chapter on this building as it approaches the end of its second century of existence. The Old Market House is a fine example of the benefit to society of creating buildings of quality and how community is essential to ensure these building endure and can be adapted to each generation's needs. It is currently on the Department for Communities (NI) 'At Risk' register and is categorised as a Grade B Listed Building - meaning any potential redevelopment must be sympathetic and sensitive to the building's original design, character, structure, and integrity.

KWC purchased the building from Danske Bank and are working with The National Heritage Lottery Fund and other partners to secure the future of the building and prevent further deterioration by bringing the building back into community use, phase 1 of the project is now operational, with numerous groups and individuals using the site for a range of activity. KWC aim to conserve, preserve and open-up to locals and visitors alike to the built and social heritage of the building which is of historic significance to the people and city of Bangor. The building, upon completion, will act as both an interpretive gateway and visitor hub to the wider built, natural, social, industrial, and cultural heritage experiences of the surrounding area and adjacent Ards Peninsula and will provide a much-needed community space for arts, heritage, recreation, social enterprise and leisure.

A grant has now been received from The National Heritage Lottery Fund to undertake a range of heritage engagement and community led heritage activities.

### **Your Role: Heritage Engagement Officer (HEO)**

The post has been made possible by funding from the National Lottery Heritage Fund.

As the Heritage Engagement Officer, your main role is to contribute to the National Lottery Heritage Fund (NLHF) funded project 'Eastside Lives.' You will lead community heritage initiatives, oversee activity projects, and actively engage local communities, partners, and voluntary/public sector agencies. Your primary responsibilities include developing and delivering a diverse program of public events, community engagement, and heritage promotion for the Old Market House project. This role offers a unique opportunity to play a key part in bringing the building back into community use and ensuring its long-term sustainability.

### **About You:**

You are a dynamic individual with a passion for heritage and community engagement. With a third-level qualification (or equivalent experience), you bring a minimum of 2 years' experience in developing and delivering community heritage engagement projects, engaging diverse communities, and working in partnership with various organizations. Your proficiency in Microsoft 365 applications, effective organizational and budgeting skills, and excellent interpersonal and communication abilities make you an ideal candidate.

### **Responsibilities:**

- Develop and deliver a high-profile program of heritage activities for the Old Market House project.
- Identify and gather local history and heritage information to increase awareness and involvement.
- Support recruitment and retention of program participants, emphasising inclusivity. Target and work to ensure underrepresented groups are engaged in project activity.
- Coordinate and manage heritage group visits and good practice visits.
- Establish systems for monitoring and evaluating public activity programs.
- Actively work to increase volunteer participation, especially among underrepresented groups taking into account health and safety requirements.
- Develop a range of heritage and learning and marketing materials/media for use with visitors and local people, in conjunction with KWC staff team, to ensure the effective marketing and promotion of the project and activity.
- Ensure Health and Safety standards are maintained for events and outreach programs.
- Undertake any other relevant duties as required.
- Support partnership working with external organisations, and to maintain good communications with partners.
- Ensure all events and outreach work is carried out to professional standards. Attend and contribute to relevant initiatives, forums and networks to support partnership working and enhance the collaborative work of KWC and the development of a heritage cluster in Bangor
- Adhere to compliance, of organizational, policy and procedures, financial and administrative requirements of the organization and regulatory bodies eg Company House and Charity Commission.
- Undertake any such other relevant duties as may arise from time to time as required.

### **Person Specification: Community Heritage Co-Ordinator**

<b>Attainments / Education</b>	<ul style="list-style-type: none"> <li>- A third level qualification or equivalent appropriate experience</li> </ul>	<ul style="list-style-type: none"> <li>-Additional qualification(s) / training in areas relevant to the role including but not limited to:-</li> <li>-Leadership</li> <li>-Education and training</li> <li>-Community development</li> <li>-Facilitation</li> <li>-Heritage</li> <li>-Social Enterprise</li> <li>-Fundraising &amp; Sustainability</li> <li>-Administration</li> <li>-Marketing</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- A minimum of 2 years' experience, paid or voluntary, gained in the last 5 years of:             <ul style="list-style-type: none"> <li>- Developing and delivering projects, including funding bids, events, and programmes in communities.</li> <li>- Engaging people in programmes and activities.</li> <li>- Working in partnership and building relationships across various organisations and communities.</li> <li>- Communicating and engaging effectively with a diverse range of people / sectors.</li> <li>- Working as part of a team to deliver projects.</li> <li>- Establishing effective links with other key statutory, community and voluntary sector agencies.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>-Experience of;             <ul style="list-style-type: none"> <li>- Developing and/or delivering heritage-focused projects.</li> <li>- Experience of working in and engaging with rural communities using a strong community development approach.</li> <li>- Experience of developing and/or managing community facilities.</li> </ul> </li> </ul>
<b>Skills / Qualities</b>	<ul style="list-style-type: none"> <li>- Proficient in Microsoft 365 applications e.g., Word, Excel, PowerPoint, Outlook, Teams</li> <li>- Effective organisation with the ability to manage time and</li> </ul>	<ul style="list-style-type: none"> <li>-Ability to produce reports, presentations, and other materials for a wide range of stakeholders.</li> <li>-Ability to use digital and social media to communicate with stakeholders.</li> </ul>

	<p>prioritise workload to meet deadlines.</p> <p>-Administrative and budgeting skills</p> <p>- Excellent interpersonal and communication skills.</p> <p>-Open, honest, and trustworthy with the ability to build positive community, funder, and stakeholder relationships.</p>	<p>- Ability to gather and analyse information to improve project delivery.</p> <p>-Ability to recruit, supervise and motivate volunteers.</p>
<b>Knowledge &amp; Values</b>	<p>- Knowledge of the community and voluntary sector.</p> <p>-Knowledge of issues relevant to communities.</p> <p>- Knowledge and sensitivity of local issues and policy agendas</p>	<p>- Broad understanding of the heritage sector in Northern Ireland.</p> <p>-An understanding and appreciation of the role and impact that heritage can have on individuals and communities.</p> <p>-Engagement with elected representatives.</p>
<b>Circumstances</b>	<p>- Willingness to work flexible hours in evenings and weekends</p> <p>- you will be able to travel off-site on a regular basis.</p>	

Please note that it is anticipated that this post will commence on 22 April 24

We look forward to welcoming an enthusiastic and dedicated Heritage Engagement Officer to join our team and contribute to the success of the Eastside Lives project.

**Application Process: Heritage Engagement Officer**

- Applicants must **complete and sign** the Application Form included in **Appendix 2**.
- Applicants are required to also **submit a CV** and **bespoke covering letter** outlining their suitability for the specified role.
- **Cover letter must be 2 A4 pages maximum (one-sided only) and CV 4 A4 pages maximum (one-sided only). Font size 11.**
- Within your cover letter, you should provide evidence that you meet each of the **criteria contained in the person specification** by giving examples of what you have done, and demonstrating how you believe you meet each requirement. The shortlisting panel cannot make any assumptions. Simply asserting that you have the required knowledge and skills is not sufficient.
- Applications will only be accepted by email to [hr@kilcooleywomenscentre.co.uk](mailto:hr@kilcooleywomenscentre.co.uk)
- To be accepted the application **MUST** include the **Monitoring Form** (Appendix 3).
- **Application form, cover letter, CV and equal opportunities monitoring form** must arrive by **5pm on 15<sup>th</sup> March 2024**
- Access requirements: Please let us know about any reasonable adjustments you may require during the recruitment process, including the application stage.
- We may only interview those applicants who appear, from the information provided, to be the most suitable in terms of the person specification provided.

### **Equal Opportunities**

- KWC is an equal opportunities employer. KWC does not permit unlawful discrimination of any kind against any person on grounds which include gender, sexual orientation, marital status, religious belief or political opinion, race, or disability. Unlawful discrimination is defined as treating a person less favourably than others are or would be treated in the same or similar circumstances.

### **Canvassing**

- Canvassing in any form will, if proved to the satisfaction of KWC, disqualify a candidate for the appointment.

### **Interviews**

- **Interviews will be held on 19 March 2024** . Please ensure your availability for interview on this date, including the evening, as it is not possible to arrange an alternative date.

### **Job Description**

- The duties outlined in the Job Description serve as a guide to the current and primary responsibilities of the post. These will inevitably vary as the role develops and the Job Description will be reviewed on a regular basis. Changes will be subject to consultation with the post holder.

### **Appendix 1 - Background Information**

Kilcooley Women's Centre (KWC) was established in 1995, to support women, children and families in the Ards North Down region of Northern Ireland. KWC provides a holistic grassroots project delivering a range of services for women, children and families across the Borough of Ards and North Down including the rural peninsula. KWC aim is to reach out to all , to enhance their role in their

own lives, in their local communities, delivering a broad range of support services that will inspire and enable women to reach their full potential.

KWC provides a wide portfolio of programmes, including personal development to promote self-confidence and self reliance, community participation, improve health and wellbeing, and social skills. Education, Training & Employability– providing training and education to enhance economic and social inclusion, develop leadership skills and improve employment prospects. KWC provides a wrap around holistic programme engaging older persons to tackle social isolation, young people and early intervention childcare service, parenting programmes and young women's initiatives encouraging participation in good relations and promoting arts, heritage and culture for disadvantaged groups. We engage a high percentage of older people who are living in social isolation, both in rural and urban communities and we use a range of community interventions to reduce social isolation and improve community cohesion, intergenerational engagement and community action. We engage the community in all stages of project development and delivery, to ensure we are meeting identified need and through co-design approaches and methodologies, we work with local people to deliver a 'Community Wealthbuilding' civic society,

## MAIN ACTIVITY

- o Early intervention support for vulnerable women, children and families
- o Mental Health Programme including supporting carers
- Arts, Culture & Heritage engagement programme
- o Music Programme – Community Choir & Ukulele Group
- o Afterschools & Out of Schools Project
- o Community Summerscheme
- o Soft Skills Training (Positive Mental Health Support)
- o Early Intervention Parenting Support
- o Accredited Learning & Training Programme (Entry Level to Level 5)
- o Vocational Learning & Training Programme (Entry Level to Level 3)
- o Employment Support Programme - CV Building, Interview Preparation,
- o Employment Mentor (1-1 Support)
- o Erasmus+ Transnational EU Mobility & Shared Learning Programmes
- o Health & Wellbeing Programme
- o Cook It (cooking on a budget, healthy eating)
- o Physical Activity Programme - Yoga, Tai Chi, Chi Mi, Chair Based Yoga, Chair Based Exercises
- o Small onsite Foodbank (crisis intervention with Bangor Foodbank)
- o Community Development for disadvantaged areas in Ards North Down
- o Healthcare Wellbeing Welfare Packs (washing powder, sanitary pads/tampons, shampoo, deodorant, shower gel, toothpaste, toilet roll)
- o Baby Box programme for vulnerable children / families
- o Peacebuilding & Good Relations - delivery of programmes on behalf of Council across the Borough, uniting community and civic society. Delivering quality innovative programmes.
- o Social Economy Development - currently developing a social supermarket and other social enterprise opportunities, Business & Leadership programmes



- o Community Events - promotion of community cohesion by getting the community together. Building relationships and community ownership. This includes key times of the year such as Easter, Christmas, Summer, International Women's Day etc. for over 100 children during the summer. This targets the most disadvantaged children to provide them with breakfast, lunch and quality educational and physical activities. It also removes the issue of holiday hunger which many of the participants face.
- o Community arts, crafts and heritage, linking culture with community action

In the subsequent years, KWC as extended its operational delivery to include arts, heritage and social enterprise, operating Bangor Social Supermarket, Ladybirds Children's Services and the Old Market House in Bangor. It currently operates as a successful daycare/childcare facility, co-working space and social supermarket.

REF NO:

**Appendix 2**

**APPLICATION FORM**

**Application Check List**

- ✓ **Cover Letter: 2 pages max, one-sided only, Font size 11**
- ✓ **CV: 4 pages max, one-sided only, Font size 11**
- ✓ **Application form**
- ✓ **Full Drivers licence and access to transport**
- ✓ **Eligibility to work in the UK**
- ✓ **Able to start on 8<sup>th</sup> April 2024**
- ✓ **Equal Opportunities Form**

**POSITION APPLIED FOR: Heritage Engagement Officer**

SURNAME: MR/MRS/MS  
FORENAMES:  
ADDRESS:  
  
POSTCODE:  
  
TELEPHONE NO: Work Home:  
  
Mobile: Email:

**Are you eligible to work in the UK? Y / N**

A full driving licence and access to transport for work purposes or access to another form of transport that would allow the postholder to meet the travel requirements of the post is essential for this role.

**Please indicate if you meet this requirement? Y / N**

**Are you able to begin if appointed on 22 March 2024? Y / N**

**REFEREES** - Please provide the name and address of two referees who should have knowledge in a working/academic capacity (one should be your most recent employer if relevant). Ref will only be taken up at appointment stage.

<i>Past Employer</i>	<i>Other</i>
Name:	Name:
Position:	Position:
Address:	Address:
Tel No:	Tel No:

Are you eligible to work in the UK?    Yes     No

You will be required to provide documentation to support this claim (under Section 8 of the and Immigration Act 1996) if offered the post.

I certify that all the information I have given is correct to the best of my knowledge. I understand knowingly giving any false information may result in any job offer being withdrawn or, if applied to dismissal.

**Signature of Applicant:** .....**Date:** .....

**Appendix 3 – Equal Opportunities Form CONFIDENTIAL**

KWC wants to meet the requirements of the Equality Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes.

Please return the completed form together with your cover letter and CV to [hr@kilcooleywomenscentre.co.uk](mailto:hr@kilcooleywomenscentre.co.uk)

**Sex and gender identity**

**What is your sex?**

Female  Male  Prefer not to say

**Is the gender you identify with the same as your sex registered at birth?**

Yes  No  Prefer not to say

If the gender you identify with is not the same as your sex registered at birth, please write in:

<b>Age</b>	16-24 <input type="checkbox"/>	25-29 <input type="checkbox"/>	30-34 <input type="checkbox"/>	35-39 <input type="checkbox"/>	40-44 <input type="checkbox"/>	45-49 <input type="checkbox"/>
	50-54 <input type="checkbox"/>	55-59 <input type="checkbox"/>	60-64 <input type="checkbox"/>	65+ <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>	

**What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

***Asian or Asian British***

Indian  Pakistani  Bangladeshi  Chinese  Prefer not to say   
 Any other Asian background, please write in:

***Black, African, Caribbean or Black British***

African  Caribbean  Prefer not to say   
 Any other Black, African or Caribbean background, please write in:

***Mixed or Multiple ethnic groups***

White and Black Caribbean  White and Black African  White and Asian  Prefer not to say   
 Any other Mixed or Multiple ethnic background, please write in:

***White***

English  Welsh  Scottish  Northern Irish  Irish   
 British  Gypsy or Irish Traveller  Prefer not to say   
 Any other White background, please write in:

**Other ethnic group**

Arab  Prefer not to say  Any other ethnic group, please write in:

---

**Do you consider yourself to have a disability or health condition?**

Yes  No  Prefer not to say

What is the effect or impact of your disability or health condition on your work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

---

**What is your sexual orientation?**

Heterosexual      Gay      Lesbian      Bisexual      Asexual      Pansexual  
Undecided      Prefer not to say

If you prefer to use your own identity, please write in:

---

**What is your religion or belief?**

No religion or belief      Buddhist      Christian      Hindu      Jewish  
Muslim      Sikh      Prefer not to say

If other religion or belief, please write in:

---

**What is your working pattern?**

Full-time      Part-time      Prefer not to say

---

**Do you have caring responsibilities? If yes, please tick all that apply**

None

Primary carer of a child/children (under 18)

Primary carer of disabled child/children

Primary carer of disabled adult (18 and over)

Primary carer of older person

Secondary carer (another person carries out the main caring role)

Prefer not to say