



## Engagement Officer

<b>Line manager:</b>	The Director of Engagement and Education
<b>Salary:</b>	£28,000 per annum (pro rata for 32 hours £22,400)
<b>Normal Place of work:</b>	The Shrine of Our Lady of Walsingham, Norfolk
<b>Hours:</b>	32 hours a week (flexibility and the willingness to work at weekends and Bank Holidays is essential)
<b>Terms:</b>	Permanent following a 6 month probationary period
<b>Benefits:</b>	Group Personal Pension Scheme Lunch provided during the Pilgrimage Season

The Engagement Officer will provide administrative support to the Director of Engagement and Education to provide and foster a welcoming and safe atmosphere for all who visit. As a member of our team, you will help to enhance both the onsite experience and our outreach efforts through social media and printed materials.

Additionally, collaborating with the Director of Engagement and Education, the post holder will provide assistance in the content of regular pilgrim communications using Brevo and the Shrine's social media profiles. The role will also include providing administrative support to both the Membership and Education departments.

### Engagement Officer role

- Provide administrative support to the Director of Engagement and Education. This will include assisting with the implementation and maintenance of appropriate safeguarding policies and procedures in line with the Church of England's safeguarding policy and practice guidance.
- To maintain staff and volunteer records, in relation to safer recruitment and safeguarding learning.
- To assist in the management of the Shrine's social media accounts, scheduling pre-prepared content.
- Support the delivery of Pilgrimages and events, providing assistance where required including the Shrine's Pilgrimages for Children and Young People.
- Provide administrative support for membership services, receiving and processing subscriptions and donations.
- Assist in providing administrative support for the education department.
- To keep information around the Shrine current and up to date, ensuring notice boards are updated regularly and leaflets are readily available.
- Assist with keeping the Shrine's website updated by uploading services, updating images and content as necessary and gaining content for news and reports.
- Deal in a courteous and polite manner all enquiries in a timely manner
- Assist with regular pilgrim communications by gathering content to keep pilgrims up to date with upcoming events and news. Liaise with different departments and collate content.
- Share feedback from pilgrims and visitors to departmental managers to inform development, using the Shrine's feedback database, Tripadvisor, Google and Booking.com
- Any other reasonable duties as may be required by the Director of Engagement and Education and the Priest Administrator.

### Reporting line and development

- You will be directly line managed by the Director of Engagement and Education
- You will be provided with suitable development opportunities to help you understand the Shrine's mission as well as our history and heritage
- Training to enhance the 'hard' and 'soft' skills required will be provided

**Requirements:**

- good verbal, written and presentation skills
- excellent administration, communication and organisational skills
- the ability to undertake administrative duties efficiently, to work accurately and to prescribed deadlines.
- initiative and able to work efficiently without direct supervision
- excellent working knowledge of Microsoft (Word, Excel, Outlook, PowerPoint), internet and email
- knowledge of publishing software e.g. Canva or Adobe Illustrator
- good knowledge of social media platforms and their use, including scheduling posts via Canva
- experience of website administration (wordpress)
- able and willing to work at weekends and in the evening when events require
- excellent interpersonal skills and attributes
- ability to work discreetly and sensitively with confidential information.
- strong commitment to safeguarding as an essential part of the church's work in pastoral care and welcome with the ability to work in sympathy with the aims and ethos of the Church of England.