

CRYSTAL PALACE PARK TRUST

Senior Community Engagement Officer

Application Pack

October 2024

'Crystal Palace Park Trust will act as the custodian of Crystal Palace Park to protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of park users and of the wider community.'

Dear Candidate

Thank you for your interest in joining Crystal Palace Park Trust

The Senior Community Engagement Officer is a new role which will be responsible for developing and delivering a two-year programme of activities and events at Crystal Palace Park as part of our National Lottery Heritage Funded activity plan to engage and involve existing and new audiences of the park, ensuring we are building relationships and listening to our communities.

This appointment comes at a pivotal moment: in September 2023, after 25 years of community campaigning, Crystal Palace Park Trust took over custodianship of this unique landscape via a 125 year lease from the London Borough of Bromley.

We are now working closely with the London Borough of Bromley and a wide variety of other park and community stakeholders to deliver our mission: to protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of park users and of the wider community.

We embrace a work culture that is supportive, celebrates success, and embraces continuing education and training as a critical component of actively supporting staff. We seek applicants who share our passion, energy and excitement, who identify with the Trust's mission, and who believe that they will thrive in a busy and ambitious environment.

Crystal Palace Park Trust is an equal opportunities employer. We believe that our staff should represent the communities, organisations and individuals that we work with and support. We want people from all backgrounds to contribute to our work and be given the opportunity to share their experience, expertise and enthusiasm and therefore welcome applications from all sections of the community.

The deadline for applications is Monday 28 October 2024. I look forward to hearing from you.

Yours faithfully,

Victoria Pinnington
Chief Executive Officer

Role: Senior Community Engagement Officer
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Salary:	£31,270 p.a.
Contract:	2 year fixed term contract from January 2025 until 31 December 2026
Hours:	40 hours per week (inclusive of 1 hour lunch) (1 FTE) Regular evening and weekend working will be required.
Location:	Hybrid. Crystal Palace Park, Ledrington Road London, SE19 2BB
Responsible for:	This role is responsible for developing the programme of community engagement at Crystal Palace Park in line with the National Lottery Heritage Fund Activity Plan.
Line Managed By:	Senior Community Programmes Manager
Benefits	25 days annual leave plus statutory holidays, increases by a day each year completed, up to 30 days Employer Pension Contribution 5% Employee Assistance Programme Flexible working by agreement within the role requirements

Role Summary

The postholder will work with the Senior Community Programmes Manager to establish and deliver a new programme of activities, events and community engagement at the park. You will also work as part of the project team that includes a new Senior Volunteer Officer.

The role is offered on a two year fixed term contract with Crystal Palace Park Trust. Any extension after 31 December 2026 is subject to funding.

This role is funded by the Lottery Fund as part of the partnership project between Crystal Palace Park Trust and London Borough of Bromley.

About Crystal Palace Park Trust

The role offers the opportunity to join a young and growing charity at an exciting point in its evolution, and to help lead on establishing Crystal Palace Park as an exemplar in urban park management, community-led regeneration and culture and heritage programming.

This appointment comes at a pivotal moment: after 25 years of community campaigning, Crystal Palace Park Trust took over custodianship of this unique landscape, on 15 September 2023, via a 125 year lease from the London Borough of Bromley.

We are now working closely with the London Borough of Bromley and a wide variety of other park and community stakeholders to deliver our mission: to protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of park users and of the wider community.

The Trust's team will soon consist of 14 staff members organised into three departments: CEO & Corporate functions (Finance, fundraising, communications, HR & office management), events & programming and park management.

You can read more about the park, the Trust and its work for the park's community, its heritage, and ecology at:

www.crystalpalaceparktrust.org and in the Trust's strategy, '[Connections](#)'.

About Crystal Palace Park

Crystal Palace Park is not your typical park.

At over 200 acres it is far larger than most urban parks. Beloved as a 'back garden' to many people in the surrounding neighbourhoods, it is also of national and international significance due to its design as the grounds to the Victorian architectural masterpiece, The Crystal Palace, following its move from Hyde Park in 1854.

As a result - as well as being home to a wide variety of plants, trees, animals and birds - the park is rich in unique heritage including the 170 year old world-famous Dinosaurs, sphinxes, and Italian Terraces as well as a younger, but no less unique, architect-designed outdoor concert venue.

Today, over one million people visit the park every year; to relax and meet friends and family, take part in sports and physical exercise, enjoy world-class acts during summer festivals, or simply have a moment of peace and enjoyment of nature.

Sadly despite its past grandeur, challenges securing the funding needed to maintain a park of this complexity and scale, have left the park a shadow of its former glory. It is now Grade II* listed and has been on the Heritage at Risk Register since 2009.

However, the park is on the cusp of benefiting from an ambitious park-wide regeneration programme, the next two phases of which will see £17.75m invested into its landscape, infrastructure and heritage assets. The world-famous Dinosaurs and Italian Terraces will be restored, there will be a new Visitor Centre and playground, and south London's very own hidden gem - the Victorian Subway - will be reopened as an events, community and arts space.

At the heart of the park is the Greater London Authority-run, brutalist wonder - the National Sports Centre - which is also subject to its own £200m regeneration programme in the coming years and to which the Trust is a strategic stakeholder.

The capital works will be accompanied by a vibrant heritage engagement programme, complementing the growing reputation of the park as a venue for culture, music, theatre and dance. It is expected that the growing profile of the park will support the Trust's aim to expand and diversify the park's visitor base and increase annual visitor numbers by 35%.

Capital works are due to start on site in early 2025. Thanks to anticipated significant funding from the National Lottery Heritage Fund and the continued support of Historic England among others; a new era is coming.

You can read more about the park's regeneration plan here: <https://www.crystalpalaceparktrust.org/pages/the-park-regeneration-plan>

Responsibilities:

Development

- Supporting the development and delivery of a community engagement programme with particular focus on priority audiences, including those who do not currently visit or engage with the park.
- Further developing our network of partners and identifying new partnership opportunities, particularly with local cultural, heritage and community groups, in order to support audience development and deliver engagement opportunities for priority audiences.

- Supporting the procurement, briefing and management of freelancers to develop learning resources.

Planning and delivery

- Working with our partners to co-create and pilot engagement activity and resources.
- Recruit and manage freelancers to develop and facilitate the public engagement programme.
- Working with the Senior Community Programmes Manager to engage local schools and elective home education services to develop and pilot resources.
- Developing printed and online resources and materials.
- Working with the Senior Volunteer Officer to engage, train and supervise volunteers to support the delivery of activities and events.
- Ensuring all activities and resources are fully accessible and inclusive.
- Liaising with the wider team to ensure the smooth running of programmes, practically and logistically.
- Supporting the coordination, administration and facilitation of community advisory groups, including access and inclusion and youth advisory groups.

Evaluation

- Providing data on community engagement and participation to the NLHF as part of the quarterly reporting process and for annual and summative reports.
- Supporting the Senior Community Programmes Manager and the Evaluation Consultant to ensure the public programme, learning and community engagement strands of the Activity Plan are evaluated, including a photographic archive.
- Undertaking other duties as required.

These responsibilities are broad and cover a range of aspects of our work at Crystal Palace Park Trust.

It is a requirement of the Trust that all staff work in a flexible manner compatible with their jobs and in line with the objectives the Trust must fulfil. Evening and weekend work will be required by arrangement. Time off in lieu will be granted on a one-for-one basis for overtime worked. The working pattern for this role is to be agreed, but it is anticipated that the pattern will involve one weekend day as standard.

The following is an estimate of the balance of the role. It may change at different points during the project but is intended to give a feel for the split of work.

This position requires a basic DBS check which may reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to the Crystal Palace Park Trust's overriding obligations to protect the children and adults at risk in its charge and members of the public.

Person Specification:

QUALIFICATIONS and EXPERIENCE

- Experience of working with community groups, marginalised audiences and third sector/voluntary organisations to co-create and develop audience focused engagement activities and programmes.
- Understanding and experience of safeguarding principles for children, young people and adults at risk.
- Experience or knowledge of using best practice co-design and participatory approaches in community programming development and delivery.
- Experience of working as part of a small team and working with empathy and compassion to colleagues, stakeholders and partners with differing priorities.
- Experience or knowledge of delivering externally funded projects and working within reporting frameworks, budgets and timescales.
- Interest or working experience of horticulture and heritage management.

KNOWLEDGE, SKILLS and ABILITIES

- Excellent project management, customer service, and public speaking skills.
- Strong verbal written communication skills, with the ability to communicate comfortably and confidently with a variety of people.
- Good understanding of Microsoft Office.

- Willingness to work flexibly as part of a team - there will be regular weekend and out-of-hours commitments.
- Knowledge of working in value-led organisations such as charities, or the wider cultural sector.
- Knowledge and awareness of the challenges that people face and the barriers they may have, preventing engagement with heritage or community activities.

VALUES and BEHAVIOURS

- Commitment to Crystal Palace Park Trust vision and values.
- A strong commitment to championing anti-racism, intersectionality and other forms of diversity, equity and inclusion.
- Passion for working with diverse groups of people and engaging people in new opportunities.
- A commitment to continual learning and improvement to maximise the social impact / beneficial outcomes for participants.
- Energetic self-starter able to work individually and as part of a team as needed.
- Ability to enthusiastically communicate the Trust's vision and demonstrate impacts of new volunteer programmes.
- Passion for protecting and increasing biodiversity, natural area conservation, urban wildlife, and horticultural excellence.
- A willingness to further develop skills as necessary to thrive in the role.

How to apply

- Submit the following documents as separate .pdf files:
 - 1. CV
 - 2. Covering letter not to exceed two single-sided pages. The covering letter should consist of a statement of personal interest and clearly describe how the applicant satisfies the job description (main responsibilities and person specification) outlined below.
 - 3. Equal opportunities form

- Submit the three documents above to jobs@crystalpalaceparktrust.org, quoting '**Role: Senior Community Engagement Officer**' in the subject line.

Recruitment timeline

Closing date	28 October
Shortlisting	W/C 28 October
First round interviews (panel format)	6 & 7th November 2024
Walk around park and second-round interviews	20 & 21st November 2024
Expected start date	ASAP depending on notice periods but by January 2025

This project is made possible thanks to a grant from The National Lottery Heritage Fund made possible due to the National Lottery players.

