

TRUSTEES OF THE CHATSWORTH SETTLEMENT & CHATSWORTH HOUSE TRUST



JOB DESCRIPTION

Job Title: Interpretation and Engagement Manager

Directly Reporting to: Head of Visitor Experience, Chatsworth

Purpose of post:

We are looking for an experienced Interpretation and Engagement Manager to lead on the delivery of the Chatsworth Interpretation Strategy and Engagement Programme with subject specialists across the Chatsworth Estate. The Chatsworth Interpretation and Engagement Manager will lead the programme of core interpretation and family engagement activities across the house, garden, farmyard and park, alongside temporary exhibitions and seasonal events.

Main duties and responsibilities

- To lead on the delivery of the Chatsworth Interpretation Strategy, and to coordinate our annual programme of interpretation and engagement to meet agreed objectives and key visitor experience performance indicators.
- To be an advocate for the Chatsworth Interpretation Strategy, supporting the Interpretation Steering Group and ensuring active participation of the working groups.
- To project manage the core interpretation and engagement programme including the guide books, room cards, multimedia guide and family activities.
- To support the development of interpretation project proposals from key internal stakeholders and subject specialists, including potential projects where external funding is needed.
- To ensure the effective planning, delivery and meaningful evaluation of projects is completed, with visitor feedback and learnings noted and shared for future planning.
- To keep up to-date with new and emerging approaches and technologies within the sector, to share best practice and make recommendations for Chatsworth to the Steering Group.
- To research and trial new and innovative ways of interpreting the core stories with the Chatsworth audience.

- To manage the annual interpretation budget and associated budgets for the core interpretation and family engagement programme.
- Any other duties reasonably required.

Person Specifications

Skills required:

- Demonstrable ability in the planning and delivery of inspirational and innovative interpretation in a visitor attraction or similar venue.
- An understanding of best practice interpretation and the ability to use innovative and creative approaches to improve the visitor experience.
- Experience of developing interpretation and engagement activities for a diverse audience across a diverse range of attractions or venues.
- Project management experience including tendering, contract and budget management, as well as managing competing priorities.
- Significant experience of evaluating interpretation and engagement projects, with meaningful learning outcomes.
- Outstanding written and verbal communication skills, and experience of developing or working to a specific tone of voice.
- Experience of working with creative producers, designers, printers, photographers and film crews.
- Strong IT skills including knowledge of Microsoft Office applications and an understanding of graphic design packages would be desirable.
- Excellent organisational skills.

Personal qualities:

- A “self-starter”, proactive in finding ways to make interpretation more engaging and the visitor experience more entertaining and rewarding for the visitor.
- Passionate about creating an extraordinary visitor experience, and sharing stories in a fresh and engaging way.
- Excellent team worker with the ability to work as part of a diverse team, cultivating strong working relationships across departments.
- Ability to influence and effectively manage effective internal stakeholder relations in a positive and proactive way.
- Creative flair.
- Flexibility and adaptability.

- A passion for arts, both contemporary and historical, and for history, landscape, gardens, farming and the wider estate at Chatsworth.
- Embodies the Chatsworth brand values: warmth; family; a cut above; ground breaking, and the Devonshire Group's core values: always improving; decency; being inclusive

This is a description of your duties and responsibilities at the present time, however, as we continue to expand and develop the role, this is not an exhaustive list and other duties may be required in line with the current and future needs of the business and for the better fulfillment of the role.