

Job Description

Job Title	City Halls Engagement Manager
Directorate	Neighbourhoods & Housing
Service Area	Culture Liverpool
Grade	6
Competency Level	3
Salary	£34,314 - £38,626
Job Type	Office Based
Location	City Halls (St Georges Hall, Croxteth Hall, Town Hall)
Disclosure and barring service (DBS)	Enhanced DBS Child Barred List - Child and Adult Workforce
Job Evaluation Ref No	

Job Purpose

We are seeking a dynamic and passionate Community Engagement Manager to lead and enhance community involvement across our three historic City Halls.

The successful candidate will engage diverse audiences, build partnerships, and develop innovative programmes that connect local communities with the rich cultural and historical heritage of these iconic venues.



This role is ideal for someone who is creative, strategic, and deeply committed to promoting the preservation and appreciation of historic spaces while fostering inclusive community participation.

Directly Responsible For:

Client Liaison, event operations staff when managing on-site events

Directly Responsible To:

St Georges Hall Venue Operations Manager

Main Areas of Responsibility:

- You will develop community engagement activity, workshops and events that supports Culture Liverpool objectives, projects, and events, as well as the Council Plan
- You will connect engagement activity with heritage, by organising events, workshops, and programmes that celebrate the history of our City Halls
- You will engage residents, schools, and Liverpool based partners, to foster appreciation for cultural heritage. You will promote preservation efforts, to encourage the community to be actively involved in safeguarding the City Halls historical legacy
- You will create and oversee educational programmes, outreach initiatives, and public events, that connect St George's Hall with the community. You will co-ordinate the end-to-end process, ensuring smooth execution from planning through to delivery of all activity
- You will develop engaging art exhibitions for the gallery spaces, creating and curating visually compelling displays that complement the site's history. You will blend contemporary art with historical themes, collaborating with local

artists, and offering interactive elements, to enhance the visitor experience, while deepening their connection to the venue's cultural legacy

- You will oversee the organ recital programme at St. George's Hall, ensuring seamless event execution and promoting attendance. By actively engaging the community and raising awareness, you will help generate much-needed funds for the "Not Just a Pipe Dream" campaign, supporting the restoration of the historic organ
- You will work closely with the Culture Liverpool Arts and Participation team and other Council colleagues, to co-produce and develop specific targeted cultural activity, that fosters partnerships with schools, youth groups, and local organisations
- You will maintain strong links with the St George's Hall Charitable Trust, collaborating and co-producing activity that supports the St George's Hall objectives
- You will ensure sustainability by incorporating eco-friendly practices in all activities, such as reducing waste, promoting digital communication, and supporting local, sustainable initiatives
- You will foster partnerships that prioritise environmental stewardship, encourage green practices, and engage the community in efforts to build a more sustainable future
- You will build strong relationships and collaborate with Liverpool based partners such as schools, community groups, cultural organisations, and other key stakeholders to promote utilising St George's Hall as a community hub
- You will serve as the first point of contact for community and Social Value inquiries. You will provide information about what the venue has to offer and help facilitate the resulting activity
- You will represent St George's Hall at meetings, networking events, and public forums, as well as contribute responses to press and media enquiries

- You will ensure all activity is representative of the city's diverse population and is accessible and inclusive to all. You will undertake evaluation of activity through surveys, attendance records, and feedback, to assess for effectiveness and meaningfulness and inform future programmes and
- You will prepare evaluation impact reports for Management on the impact and outcomes of community programmes and activity
- You will manage the development, sales, coordination, and management of bespoke internal and public events. You will produce detailed event specifications to meet client requirements and deliver exceptional service
- You will produce post-event reports with cost overviews detailing profit/loss
- You will be a key user of the Venue Management System and manage client databases through CRM
- The Community Engagement Manager will maintain a strong link with the Sales and Event Managers, ensuring effective communication and collaboration
- Whilst it is not your primary purpose, during busy periods, you will provide operational support to commercial activity by assisting with event development, planning, and execution
- You will work closely with the City Halls Marketing team to ensure Engagement activity is promoted through appropriate channels to help raise the profile of St George's Hall through targeted campaigns
- You will monitor social media and online discussions related to community engagement and respond proactively

Supervision and Management Responsibility:

- You will lead pre-event briefings with the Venue Operations team and sub-contracted personnel to ensure professional delivery of all programmed activity taking place in City Halls

- You will support the Venue Operations Manager and the Visitor Services Supervisor in continuously improving activity delivery

Physical Demands of the Job:

- The post holder will occasional be lifting when on site for an event. Sitting behind a desk on a PC for prolonged periods

Budget and Financial Responsibility:

- You will actively identify and secure funding opportunities by researching grants, sponsorship, collaborating with partners, and staying informed about relevant initiatives, ensuring resources are available to support community-driven and heritage projects and activities
- You will produce monthly / annual Management Reports for the activity delivered, informed by accurate Profit & Loss reports for each activity you have delivered
- You will prepare and process accurate client quotations, proposals, and procurement in line with LCC Standing Orders

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 3.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Desirable

- Professional qualification or experience in a relevant field such as a degree in art, history or related subject (A/I)

Experience

Essential

- Delivering Events within a Heritage asset (A/I)
- Extensive knowledge of the art and heritage sector and experience of managing art and heritage programmes with multiple internal and external stakeholders at a local and regional level (A/I)
- Excellent verbal and written communication skills, with experience of dealing at a senior level with stakeholders, multi-agencies, internal/external enquiries, and production of senior management reports and tenders (A/I)

Skills/Abilities

Essential

- Excellent organisational skills, able to multi-task to deliver an annual program of events (A/I)
- Excellent public speaking skills as you will be the lead ambassador for City Halls, representing during heritage open days (A/I)
- Ability to work under pressure in a fast-paced environment (A/I)
- Ability to lead and engage on complex negotiations within the heritage sector, working collaboratively with a broad network of stakeholders to support development of the City Halls portfolio, ensuring opportunities are maximised at a local and regional level (A/I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level