

Archive Engagement Officer

Role Profile

Service: Customer Service, Culture and Libraries – Strategy and Resources
Band: Band 5
Reporting to: Local Studies and Archives Manager
Responsible for: No direct reports (Supervision of volunteers)



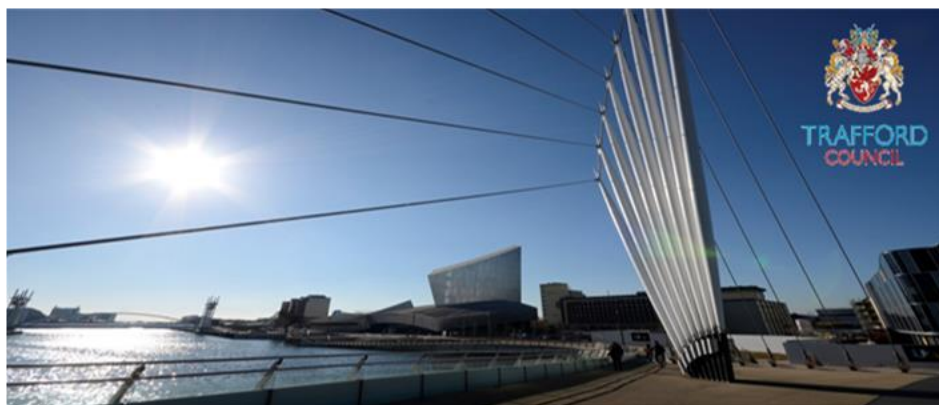
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Trafford Local Studies and Archives (TLSA) Centre manages and provides access to the Archives and Local Studies service. TLSA collects and preserves material relating to the former towns and rural areas which, since 1974, make up the Metropolitan Borough of Trafford. Trafford's collections include archival records created by organisations or institutions, business records, and personal papers. We also hold an art and heritage collection that is comprised of artefacts and works of art with links to the local area.

Your Main Priorities

- Develop and deliver the local studies and archive engagement programme, establishing new partnerships and strengthening pre-existing relationships with community groups, cultural organisations, schools and internal teams.
- Responsible for engagement strategy, audience development and community partnerships – develop, deliver and lead on a programme of high-quality public engagement activities, events, and outreach initiatives using archive and local studies material, and embedding a sustainable model for a continued programme of works.
- Increase awareness, access, and use of the archives through digital and in-person engagement, collaborating with the wider service and other internal/external teams.
- Support and progress work to diversify Trafford's archive and local studies collections through the discovery, capturing and preserving of unheard stories of minority groups.

Key duties

- Responsible for the planning and delivery of an engaging programme of workshops, events and activities using archive collections.

- Creating a sustainable working model for the future around community engagement, including regular engagement with local grassroots community groups, external partners, schools, colleges, voluntary organisations, and customers, and supporting service improvements to help deliver this model.
- Working closely with residents and community groups to better understand their needs and how we can deliver a sustainable programme of events and activities that are accessible, appropriate, high quality and serve the needs of Trafford's residents in the best possible way.
- Helping lead on promotional activity around our community events, including social media use, creating displays and posters and pop-up promotional events within the community.
- Responsible for public access to archives through events, learning and outreach. Identifying opportunities to improve access, engagement, and service delivery.
- Develop and deliver public-facing learning and engagement sessions for different audiences.
- Cultivate lasting relationships with residents, cultural partners and the community as a whole, to better understand their needs and deliver events and activities that are accessible, appropriate and of high quality.
- Supervise volunteers involved in engagement activities and events. Working alongside the Archivist who will supervise volunteers working on collections projects.
- Support corporate programmes and priorities through heritage engagement.
- Monitor and evaluate the impact of engagement activities.
- Ensure Trafford's archives and collections are promoted through creative interpretation, storytelling, and digital content (e.g. social media, online resources), and visual promotional materials.
- Working with the Local Studies and Archives Manager, collaborate on reporting requirements and national survey returns where required.
- Carry out any other relevant tasks as required commensurate to the grade.

About You

Qualifications and Professional Development

- 4 GCSEs grades 9-4 (grades A*-C) or equivalent qualifications, including Maths and English
- Degree or equivalent level qualification in Archives and Records Management would be desirable but not essential

Experience and Knowledge

- Demonstrable experience planning, delivering or supporting outreach, heritage, events, exhibitions, or community engagement activities/projects, engaging and inspiring volunteers and partners
- Experience working with archive, local studies or heritage collections, including cataloguing and preservation
- Understanding of relevant archive standards, legislation and best practice
- Experience of engaging with the public, community groups or partner organisations to support access, participation and audience development
- A keen interest in working with communities and maximising the use of archives and local studies collections
- Experience of using social media platforms and IT/Microsoft applications such as collections systems, Teams, Word, Excel, Outlook and PowerPoint
- Experience managing or supporting volunteers would be desirable but not essential

Skills and abilities

- Good planning and project management skills: able develop, deliver and monitor programmes of activity and consider the long-term impact and sustainability/legacy of engagement activities
- Strong communication skills (verbal and written): able to advise, exchange and present information with a range of audiences in a way that is concise and understandable
- High attention to detail, able to explain archive material clearly and present it creatively and in ways that different audiences can understand and engage with
- Ability to work well as part of a team and independently
- Analytical and problem-solving skills: able to think innovatively and creatively to formulate new ideas or solutions
- Able to remain solution-focussed whilst managing competing priorities and capable of multi-tasking/working flexibly to adapt to changing service needs
- Good organisational skills: ability to prioritise and use initiative to manage own workload and produce accurate work within deadlines
- Good networker and interpersonal skills: able to build and maintain strong professional relationships with the public, colleagues and stakeholders at all levels, to support partnership working across different service areas

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- Able to regularly climb ladders and stairs, and lift heavy boxes (35-40 lbs) and irregularly shaped objects

- Occasional requirement to work in environments requiring careful conservation and handling procedures
- Unsocial hours (evenings) / weekend work (Saturdays) may be required

Date prepared/revised	New role – 21/07/2026
Prepared/revised by	M Wilkinson / F Carr / R Pollard
Job Evaluation	22/07/2026

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.