

CAMBRIDGE HERITAGE RESEARCH GROUP BULLETIN



15 AUGUST 2016

CAMBRIDGE HERITAGE RESEARCH GROUP

DEPARTMENT OF ARCHAEOLOGY

UNIVERSITY OF CAMBRIDGE

The Cambridge Heritage Research Group (HRG) was founded in the 1990s. Since then, the number of students, post-doctoral fellowships, staff members and other researchers involved with heritage research has increased. HRG is now a substantial community that draws people in from a number of disciplines such as anthropology, architecture, history and even engineering.

This Bulletin aims to connect this community in Cambridge and beyond. By sharing information about events, publications and opportunities for gaining experience and employment in the field, it hopes to strengthen the sense of a community engaged with heritage research in all of its facets.

Contribute! We would be especially interested in hearing from you about events and opportunities. Contributions in the form of short reviews of conferences, exhibitions, publications or other events/material that you have attended/read are also welcome.

STAY CONNECTED

WEBSITE: www.arch.cam.ac.uk/heritagegroup

FACEBOOK:
www.facebook.com/cambridgehrgh

TWITTER:
<https://twitter.com/cambridgehrgh>

LINKEDIN:
<https://www.linkedin.com/groups/Cambridge-Heritage-Research-Group-4925222>

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EDITORS

FLAMINIA BARTOLINI
AND MARGARET
COMER

On behalf of the Cambridge
Heritage Research Group

TO CONTACT US...

If you would like to be added to our mailing list to receive our bulletin, or if you have a notice to post, please contact one of the editors (fb282@cam.ac.uk or mac201@cam.ac.uk). For more information about the Heritage Research Group, visit our website: www.arch.cam.ac.uk/heritagegroup

NEWS

We are pleased to announce a new publication authored by CHRG graduate Dr Susan Osireditse Keitumetse, with a foreword by Prof Marie Louise Stig Sørensen:

Keitumetse, Susan Osireditse. (2016). *African Cultural Heritage Conservation and Management: Theory and Practice from Southern Africa*. Cham: Springer International Publishing. DOI: 10.1007/978-3-319-32017-5. Online link:

<http://www.springer.com/gb/book/9783319320151#aboutBook>.

Call for Speakers – Cambridge Heritage Research Group Weekly Seminars

We are seeking speakers for the Cambridge Heritage Research Group's weekly seminars! There are vacancies in Lent term 2017 (seminar dates range from 26 January to 9 March) and Easter term 2017 (4 May to 6 June). The seminars typically last an hour and comprise a 35-45 minute talk followed by discussion. Typically, seminars alternate between Tuesday 1-2pm and Thursday 5-6pm, but some accommodations can be made each term. If you are a postdoctoral student, academic, lecturer, researcher, or heritage professional and you'd like to present a topic within the field of heritage studies to a group of equally interested heritage students and researchers, please contact us! Recent topics have covered issues as varied as conflict heritage, the heritage of espionage, heritage law, palace management, community heritage, and the double-edged nature of the World Heritage List. Limited funds towards travel expenses are available – please ask for more details.

(Interested in speaking, but not based in the UK? If you'll be in Britain for a conference or any other reason, let us know, and we'll see if we can arrange something.)

Please contact Dr Gilly Carr at gcc20@cam.ac.uk with queries or to propose a topic. We look forward to hearing from you soon!

Please note that the Heritage Research Group bulletins will be circulated less frequently during the Long Vacation.

Please continue forwarding along job opportunities, calls for papers or other relevant announcements, but do keep in mind the following so that the information can be circulated before the necessary deadline

Weekly bulletins will resume the week of 10 October 2016.

The weekly **seminar series** has also concluded for the 2016 Easter Term.

In the meantime, please join the Cambridge Heritage Research Group on Facebook for the most recent news and updates

<https://www.facebook.com/cambridgehrg>

CONFERENCES, CALLS & WORKSHOPS

International Conference Announcement and Call for Papers – Heritages of Migration: Moving Objects, Stories and Home

06 - 10 April 2017, National Museum of Immigration, Buenos Aires, Argentina

www.heritagesofmigration.wordpress.com

The early colonization of the Americas represented the layering of cultures and new inscriptions of place. Today we see conceptions of the stability of ‘old world’ that have been challenged by centuries of two-way flows of people and objects, each engendering new meanings, allowing for new interpretations of landscape, the production of identities and generating millions of stories. The emergence of the ‘new world’ in opposition to the old – in real, imaginary and symbolic terms – problematizes sense of place and induces consideration of a ‘placelessness’ as a location for ideas of home, memory and belonging. This conference looks at the actors and processes that produce and reconfigure the old world in the new, and the new world in the old across the Atlantic – north and south – through constructions of heritage in material and immaterial form. Its focus is upon the widely conceived Trans-Atlantic but we also welcome contributions that focus on the heritages of migration from around the world.

Held at the National Museum of Immigration, Buenos Aires, Argentina – a country that itself has seen mass immigration – this conference asks:

- What objects and practices do migrants value and carry with them in their movements between old and new worlds?
- How do people negotiate and renegotiate their “being in the world” in the framework of migration?
- How is memory enacted through material culture and heritage into new active domains?
- What stories are told and how are they transmitted within and between migrant communities and generations?
- How is the concept of *home* made meaningful in a mobile world?
- Where do performances of identity “take place” so as to generate new landscapes of collective memory?
- How do the meanings of place and placelessness change over generations from an initial migration?

The conference is designed encourage provocative dialogue across the fullest range of disciplines. Thus we welcome papers from academic colleagues in fields such as anthropology, archaeology, art history, architecture, business, communication, ethnology, heritage studies, history, geography, literary studies, media studies, museum studies, popular culture, postcolonial studies, sociology, tourism, and urban studies.

- Indicative topics of interest to the conference include:
- The heritage of trans-Atlantic encounters – ways and means of crossing distances
- Performing place and new inscriptions of placelessness
- Migration and urban territories – settlement processes and practices
- Travelling intangible heritages – the rituals, practices, festivals of home away
- Diasporic heritage communities
- Migrating memories
- Representations of migration/immigration in popular culture

How to submit an abstract

Abstracts of 300 words submitted in the conference format should be sent as soon as possible but no later than **October 14 2016**. Please click on the link below to submit your abstract via our online form: www.universityofbirmingham.submittable.com

If you have any difficulty with the online submission form, or any other queries, please email Hannah Stretton at Ironbridge@contacts.bham.ac.uk.

Organisers: Ironbridge International Institute for Cultural Heritage (University of Birmingham, UK), Collaborative for Cultural Heritage Management and Policy (CHAMP, University of Illinois)

In partnership with: Universidad Nacional de Tres de Febrero (UNTREF, Argentina), UNESCO Chair in Cultural Tourism (Argentina), Museums of Universidad Nacional de Tres de Febrero (National Museum of Immigration, Argentina)

Contact Info:

Any queries, please contact Hannah Stretton using the email below.

Contact Email:

ironbridge@contacts.bham.ac.uk

URL:

<http://www.universityofbirmingham.submittable.com>

Putting History in its Place: Historic Landscapes and Environments

21 April 2017, University of Chester, Chester, UK

Following the spatial turn in history, place, space, and landscape deserve to be recognised as fundamental categories of historical social analysis. All human action is emplaced within historically specific and contingent landscapes and environments. These are not merely canvasses on which human action is played out, but constitute active social and cultural agents in producing change. The aim of this one-day symposium, sponsored by the Royal Historical Society, is to provide a forum for scholars to consider the relationship between historical change and historic landscapes and environments.

Three plenary addresses will be given by Prof. John Blair (Queen's, Oxford), Prof. Elizabeth Tingle (De Montfort University), and Prof. William Whyte (St. John's, Oxford).

We are seeking contributions from scholars whose research speaks to these themes, across historical periods and geographical areas.

We invite proposals for 20-minute papers on themes that might include (but are not restricted to):

- Sacred landscapes: shrines, churches and chapels
- Landscape and commemoration
- Landscape and health: parks, gardens and medical practice
- Landscape and identity: communities, local and regional history
- Urban environments and material cultures
- Rural environments and agriculture
- Historic sites, buildings and heritage
- Military landscapes, battlefields and fortifications
- Travel, global encounters and the missionary landscape

Please submit an abstract of no more than 300 words accompanied by a one-page CV to: historyinitsplace@gmail.com by 5pm on Friday 28th October 2016.

Please note that this symposium is sponsored by the Royal Historical Society and registration will be free of charge to speakers.

Contact Info:

Organisers - Dr Jenny Hillman, Dr Tom Pickles, and Dr Katherine Wilson, Department of History & Archaeology, University of Chester.

Contact Email:

t.pickles@chester.ac.uk

Call for Papers – I International Colloquium “Detention, Banishment and Deportation in Portuguese Colonial Empire (centuries XIX and XX): History and Memory”

23-25 November 2016, Azores, Portugal

The International Colloquium “Detention, Banishment and Deportation in Portuguese Colonial Empire. History and Memory” aims to discuss the role and importance of the prison and the banishment in the framework of repression and brutality in space imperial, expression of multiple levels and manifestations of violence of political regimes in the end of the 19th century to the third quarter of the 20th century.

The Colloquium takes as its object the prison and the banishment from the point of view of social and political movement in the imperial context, but also as the destination site aggravated for many who, from the center of the empire, resisted and struggled for freedom and social justice. Thus, this initiative will seek to stimulate discussion on the preservation of Memory, of places of suffering in the Portuguese Empire and its transformation into places of freedom.

Bearing in mind the importance of the 110th anniversary of the death of Emperor of Gaza Ngungunhana, in the Fortress of Saint John the Baptist in Terceira Island in the Azores, the 80th anniversary of the opening of the Tarrafal concentration camp and the 20th anniversary of the creation of the Community of Portuguese Speaking Countries, the Colloquium will be held from Wednesday 23 November 2016 to Friday 25 November 2016.

The Colloquium intends to analyze the historical process, in its strands of past, present and future, from an inter and transdisciplinary point of view, the lines of colonial thought, ideological orientations, the way the regime has regarded the island and colonial territories as places of deportation and the directions that the empire has gone through, as well as the strategies, challenges and the expectations of the new Member States - Portuguese and Africans, in the construction of a New History.

The aim of the conference is to bring together academics and researchers from different countries. We particularly encourage contributions to any of the topics below:

I - Colonial Time: an inventory of men and places (1875-1975)

- Revisiting files on the continent, islands and colonies;
- Places of suffering and of freedom - material and immaterial heritage;
- Deportees and banished people: collective movements and individual pathways.

II - Route of Places: History and Memory (1875-2016)

- An archeology of violence and an epistemology of Memory;
- The challenges of democracy, a new museology and the role of the Community of Portuguese Speaking Countries in preserving the heritage.

Key dates:

30th of September - Deadline for the submission of papers

15th of October - Communication of results

28th of October - Disclosure of the program

23rd-25th November - Colloquium

31st of January 2017 - Deadline for the submission of the final text for publication

Abstract: Up to 500 words, with 3-5 keywords, accompanied by short resumé (up to 250 words).

Working languages: Portuguese e English.

Send to: Coloquio_Deportacao.ihc@fcsh.unl.pt

Contact Info:

For more information about this call for papers, please contact the organizing committee at this email: Coloquio_Deportacao.ihc@fcsh.unl.pt

URL:

<http://ihc.fcsh.unl.pt/en/scientific-meetings/call-for-papers/item/40707-i-international-colloquium-detention-banishment...>

Berlin-Istanbul Lecture Series: Urban Space and Refugees
27-28 October 2016, Istanbul, Turkey, and 24-25 November, Berlin, Germany

As a form of human mobility, migration can be within or across borders, regular or irregular, voluntary or forced, as well as temporary or permanent. These categories do not have clear-cut boundaries, since migrants challenge and re-create the socio-economic, cultural and political conditions of any urban space they dwell within. Berlin and Istanbul have remarkable examples of these transformations in relation to their experiences of migration and intermixing. These two metropolises, with a degree of similarity, have been the centers of migration flows that derived from wars, international conflicts and regional unrest throughout their histories. Recently, the migrants, who have been on the move from Africa, Middle East, Central Asia and even from Europe due to various discontents since the last decade, have triggered off a common challenge for Berlin and Istanbul.

Within a broader framework, Germany (among the member states of the European Union) and Turkey (among the Southeastern Europe and Middle Eastern countries) have become the leading countries in terms of the recipients of asylum applications over the last four years (UNCHR 2014). While Turkey has the largest number of Syrian refugees (close to 2.2 million people) that could benefit from the Government's Temporary Protection Regime, Germany has the highest number of new asylum applications (approximately 160.000) in 2015 (UNCHR 2015).

Additionally, after arriving to Turkey, some of the migrants have been able to go to Germany and hence create a new transnational migration route between Turkey and Germany. Although this recent migration flow has completely different features than the one that took place fifty-five years ago - the bilateral labor recruitment agreement between Germany and Turkey in 1961 - it urges to bring these two countries together for understanding migrants' long-term needs, sharing experiences and resources, generating sustainable common policies and developing universal human values.

Therefore, the Berlin-Istanbul Lecture Series particularly aims to explore the impact of the so-called refugee crisis on Berlin and Istanbul in a comparative perspective, keeping in mind the complex set of linkages between these two metropolises. The linkages of the two cities go back to the late nineteenth century in the fields of education, business, engineering, technology, architecture, urban planning and culture. The topics that are related to the focus of the lecture series include (but are not limited to) discrimination, housing, education, gender, health, food, political participation, solidarity, civil society, informality, mobility and temporality.

To investigate these topics with prominent scholars, we would like to invite graduate students and postdoctoral scholars of anthropology, architecture, cultural studies, geography, history, international relations, law, philosophy, political science, sociology and urban studies. The lecture series will take place on the 27th and 28th of October in Istanbul and 24th and 25th of November in Berlin, 2016. The lecture series in each city is organized as a two-day workshop (open to the public) by the BAU International Berlin and Center for Metropolitan Studies at the Technical University of Berlin. Funds will be available for the accommodation and travel costs of the participating graduate students and postdoctoral scholars in both cities.

Application materials: CV and abstract (max. 250 words). Please email your application documents to:

berlin-istanbul@lecture-series.com

Application Deadline: **23 September 2016**

Contact Info:

Dr. Barış Ülker, Technische Universität Berlin, Center for Metropolitan Studies,
 Hardenbergstraße 16-18, HBS-6, 10623 Berlin, Germany

Tel. +49 30 314 284 00

Fax. +49 30 314 284 03

Email: riza-baris.ulker@metropolitanstudies.de

Contact Email: berlin-istanbul@lecture-series.de

Call for Papers: Heritage, Sustainability and Social Justice Postgraduate Symposium

28-29 November 2016, Melbourne, Australia

Event Date/Venue

28 & 29 November 2016, Burwood Corporate Centre 221 Burwood Highway, Melbourne:

<http://www.deakin.edu.au/life-at-deakin/our-locations/corporatecentres/burwood-corporate-centre>

Event Topics The Alfred Deakin Institute for Citizenship and Globalisation (ADI) welcomes participation from postgraduates in this symposium, which is intended to explore the possibilities for heritage to be used in a sustainable and socially just way in our globalised world. Conflict and its aftermath, the rapidly growing tourism industry, and the need to accommodate human and cultural rights from ethical perspectives are among factors that result in complex situations that challenge disciplinary and professional boundaries. This symposium invites papers in areas where these concepts intersect through a number of suggested points of departure, which are given below:

Conflict & Post-Conflict Studies Cultural heritage is often targeted during armed conflict, but also used to re-build communities in conflict recovery situations. In ongoing debates about the best strategies for investigating, documenting, safeguarding and managing cultural heritage in these contexts questions emerge of ownership, political agency, and moral responsibilities. Papers may address the roles social justice and sustainability can play in regard to heritage issues in such situations.

Tourism An estimated one-third of a growing international tourist industry is related to cultural heritage. Once the domain of established developed nations, tourists increasingly originate from growing nations, such as those of in emerging national economies. The increase in tourist numbers as well as the diversity of cultural backgrounds poses new challenges and opportunities for cultural heritage. In the context of increasing demands from different stakeholders, questions arise over how cultural heritage can contribute to sustainability while being protected and how tourism earnings can be divided justly. Papers may address any number of tourism related matters to cultural heritage protection, preservation or conservation.

Ethics & Human Rights Developments like those listed above raise new ethical questions and demand the reconsideration of old ones. One approach has been the use of the internationally recognised human rights discourse to interpret conflicts in heritage practices. Yet, it remains highly contested whether the use of human rights is helpful and in which other ways the ethics of cultural heritage can be taken into account, particularly when it comes to issues of social justice and sustainability. Papers may address any variety of issue related to cultural heritage and their associated rights and related ethical challenges.

Indigenous Heritage Discussions related to Indigenous heritage are welcomed. Calls for respecting sacred places and customs all connect cultural heritage within the broader theme of social justice. Papers may also address how sustainability is taken into consideration.

Convenors

Diane Siebrandt: ADI PhD Research Candidate, Archaeological Sites and Military Relations in Times of Conflict

Laura Kraak: ADI PhD Research Candidate, World Heritage and Human Rights

Luke James: ADI PhD Research Candidate, World Heritage and the Role of Expert Knowledge

Melathi Saldin: ADI PhD Research Candidate, Heritage in Conflict Transformation Societies

Abstract submission If you would like to participate, please email an abstract of 250-350 words along with the title of your paper, your name and a short bio (100 – 150 words) to:

heritage.hdr.symposium@deakin.edu.au by **23 August 2016**. We will notify successful candidates by 16 September 2016.

**Creative & Community Programme Officer, The National Trust
UK, England, Southwell**

Job Type: Full Time

Contract Type: Permanent

Salary: £21,137 p/a

Closing Date: **1st September 2016**

We are currently implementing the outputs of our 'Re-imagining project' which is evolving the way we work at The Workhouse. In this exciting new role you'll use your creativity to constantly review and develop our offer to enhance engagement with all our visitors and partners. Using your excellent communication skills you'll engage with our local communities to bring the rich history of The Workhouse to life.

What it's like to work here

Built in 1824 The Workhouse was the creation of Reverend JT Becher as a place of last resort for the poor and needy. Its architecture, influenced by prison design, and its harsh regime became a blueprint for workhouses throughout the land, and it remains the most complete structure of its kind in England. The site was involved in providing social care for the under-privileged as recently as the 1980s. We are now looking at new ways to bring this special place to life for long term sustainability and this role is a fundamental part of that process.

What you'll be doing

As our Creative & Community Programmes Officer you'll be looking to take our visitor engagement to a new level by liaising, coordinating and developing community engagement partnerships and focused creative and community activity.

You'll act as an ambassador for The Workhouse in all areas of creativity and community.

Working collaboratively with your colleagues, the Creative Fellow, volunteers and local community businesses to ensure communications are clear and engaging. You'll help them understand the mutual benefits of our conservation and visitor engagement and build links that can help deliver fresh, exciting ideas.

Responsible for championing the contribution the site can make to contemporary society you'll develop, test, resource and deliver projects which engage those people who can most benefit from our activity and which also meets our property re-imagining plans.

You'll constantly review the offer and programme and how the re-imagining plans can be delivered. Creating, implementing and monitoring systems and processes to ensure all resources are used effectively and efficiently.

Who we're looking for

To be successful in this role, you'll need to have:

Experience in developing and delivering engaging visitor experiences

Excellent communication skills enabling you to build strong relationships with a wide range of stakeholders

Experience in fundraising in a business environment

Experience of creation and submission of grant bids

A proven track record of managing budgets effectively

Excellent influencing skills

IT literate

An understanding and experience of working within a conservation environment

Please apply via our website: https://careers.nationaltrust.org.uk/OA_HTML/a/#/vacancy-detail/41815

Project Support Co-ordinator, The National Trust UK, England, Newcastle

Job Type: Part Time

Contract Type: Temporary (less than 13 months)

Salary: £10,569 p/a

Closing Date: **1st September 2016**

We have an exciting new project starting at Seaton Delaval Hall to turn this relatively new National Trust acquisition into a booming visitor attraction, whilst ensuring accurate tales from the past are told in an engaging way.

We're looking for someone to join the project team and provide a professional support service.

What it's like to work here

This role will be based between Holy Jesus Hospital, which is our North East Consultancy Hub located in the heart of Newcastle, and Seaton Delaval Hall. Seaton Delaval, a Northumbrian country house is about to undergo a lot of changes, with a multi-million pound investment plan for conservation and developing the visitor experience. This recent acquisition of the National Trust has a great relationship with the local community and has made a real impact through a creative programme of events.

It is likely that you'll be working between both the hub in Newcastle and Seaton Delaval however as the project develops, you're likely to be spending more and more time at Seaton Delaval working closely with the Project Manager.

What you'll be doing

As the Project Support Co-ordinator, you'll provide a high quality professional business support service to the Seaton Delaval Hall Curtain Rises Project Team.

You'll ensure the smooth running of the project, it's support systems and processes and that agreed project objectives for quality, cost, time and engagement are met.

You'll be responsible for ensuring that there is a clear audit trail of all decisions and activities undertaken in the project, and invoices and purchases are monitored.

You'll be expected to regularly create and deliver reports to the Project Manager, therefore you'll need to be organised and manage the data in a clear way.

You'll work with funding partners, consultants and contractors therefore you'll need to have clear communication skills, and good listening skills to ensure the direction of the Project Manager and team is being followed.

Who we're looking for

To be successful in this role, you'll need;

Practical experience of providing project management support and advice

Degree in relevant field/NVQ/QCF Level 3 (or equivalent previous vocational experience)

Experience of collating, maintaining, analysing and preparing data to provide reports to stakeholders

Awareness and understanding of the core purpose and work of the National Trust

Experience of record keeping and keeping an audit trail

Strong written and verbal communication skills including influencing and some public presentation experience

Strong people skills, enabling good working relationships with those in your team and across the property

Knowledge of relevant Health and Safety procedures

Good IT skills, experienced with Microsoft

Please apply via our website: https://careers.nationaltrust.org.uk/OA_HTML/a/#/vacancy-detail/41639

**Museum Collections Documentation Assistants, London Borough of Newham
UK, England, London**

Job Type: Contract

Contract Type: Temporary (less than 13 months)

Salary: £13.00 per hour

The London Borough of Newham seeks to contract two freelance Collection Documentation Assistants to undertake collection recording and transfer work over a period at Newham Heritage Service's archaeology, local history and art store at 31 Stock Street, Plaistow, London E13 0BY. The building is a Victorian brick structure on five floors, originally used as a depot for the West Ham School Board. It became a store and resource centre for the Passmore Edwards Museum, and its branches and successor museums, and now houses a collection of approximately 50,000 items of local, national and, in some cases, international importance. The building is to be vacated so the site can be redeveloped. Only a small proportion of the collections are fully accessioned. The relocation project provides the opportunity to catalogue everything at inventory level, prior to barcoding, in preparation for the transfer of the majority of the collections to a remote store. Working as part of a team alongside volunteers and reporting to the Project Manager, the freelance Museum Collection Documentation Assistants will examine, list and record all items in the museum collections.

In addition, one Museum Collection Documentation Officer will have particular responsibility for the transfer or disposal of non-Newham or surplus items from the collection and the other responsibility for the dispersal or disposal of furniture, equipment, showcases, stationery etc.

Person Specification

The Museum Collection Documentation Assistants should have an understanding of museum collection documentation and experience of working with collections, object handling and taking and processing of digital photographs.

The ability to work with a high degree of accuracy and attention to detail is essential, as is the ability to work with others and to tight deadlines.

There are some physical demands to the posts both in terms of moving objects, climbing steep stairs and retrieving objects from a height. The building is over 100 years old and is on five levels. Candidates will need to be IT literate, familiar with laptops and able to use software including Microsoft Office Word and Excel. The project is using CALM documentation software for which full training will be given.

Familiarity with local authority protocols and procedures would be an advantage.

You will be required to work 35 hours p/w. A minimum of two members of staff and volunteers should work at the site at all times.

For further details please contact Susan Kirby susan.kirby@newham.gov.uk or telephone her on 020 3373 6914.

To apply for a position please send your CV and a covering letter outlining your relevant knowledge, skills and experience by e-mail by the deadline **12 noon 23 August 2016** to susan.kirby@newham.gov.uk

Interviews will take place on 25 August 2016.

It is anticipated that the contract will run from 5 September 2016 to 31 January 2017.

Susan Kirby

Heritage Project Manager (Museum Collections Relocation)

susan.kirby@newham.gov.uk

Visitor Welcome and Volunteering Officer, The National Trust UK, England, London

Job Type: Full Time

Contract Type: Temporary (less than 13 months)

Salary: £19,000 p/a plus OLW allowance

Closing Date: **2nd September 2016**

Could you help us inspire Londoners to support our cause? We have an exciting opportunity to work across two very different National Trust London sites and lead for change as part of a close-knit team.

We are looking for a passionate and enthusiastic Visitor Welcome & Volunteering Officer to manage and motivate our teams to beat targets and inspire visitors to become members and supporters, as well as championing great volunteer experience and involvement. We love going the extra mile, and you should too.

What it's like to work here

Fenton House is an enchanting 17th-century townhouse, and home to a world-class collection of decorative and fine arts, amassed by a host of eccentric collectors. The acclaimed walled gardens feature a formal garden, a rose garden, a 300-year old orchard and a kitchen garden. By contrast, 2 Willow Road is the 1930s modernist home designed and lived in by Ernő Goldfinger and his family. Full of inspiring details, innovative furniture and an impressive twentieth-century art collection, this property is a Mecca for design professionals, as well as those seeking inspiration for their own homes. Working across both of these smaller London sites presents a valuable opportunity to be closely involved in a range of exciting and forward-thinking initiatives.

What you'll be doing

As the Visitor Welcome & Volunteering Officer, you'll be responsible for managing and motivating the Visitor Welcome and Volunteer teams to ensure the teams provide an exceptional customer service to all of our visitors, every day. You'll coach and inspire the teams to achieve membership sales targets and support the National Trust supporter loyalty strategy. You'll promote and plan for great volunteering, seeking to involve volunteers in all we do and improve volunteering standards and experiences at both of our places.

Who we're looking for

Our team believe that people deserve more than just 'good service', but an amazing experience that they'll never forget and we're looking for like-minded people to join us.

To be successful in this role, you'll need to:

Be able to enthuse, coach and deliver through others

Have confidence with face to face sales, dealing with the public and exceeding measurable targets

Have excellent people skills, enabling and building good working relationships with teams

Have strong communication, organisation and presentation skills

Be able to deliver high standards of customer care with attention to detail

Be a proactive problem solver with a can do attitude

Be results focussed and able to work with varying pressures

Be comfortable with financial administration, basic record keeping and cash handling

Have good IT skills (Microsoft Office)

Please apply via our website: https://careers.nationaltrust.org.uk/OA_HTML/a/#/vacancy-detail/41798

Communications Assistant, Heritage Lottery Fund UK, England, London

Job Type: Full Time

Contract Type: Permanent

Salary: £18,056

The Heritage Lottery Fund is recruiting for a Communications Assistant on a full time permanent basis in the Communications Team in London.

The role of the Communications Assistant is pivotal in supporting the communications team to share good news about Heritage Lottery Fund (HLF) grant initiatives, our strategic objectives and project success stories across the United Kingdom.

Offering a fantastic opportunity to learn about all aspects of media and public relations in a busy press office environment, the role will offer the successful candidate the opportunity to take on an important proactive communications role.

It will allow you to develop your writing and media skills and contribute to all aspects of our proactive media work by supporting our three Communications Managers and assisting in the production of films, graphics and other creative digital content.

To be competitive in the role, you will need to demonstrate high-level knowledge, skills and experience against our selection criteria.

To review the job description and to apply for this role, please complete the application form demonstrating how you meet the Person Specification at:

https://forms.hlf.org.uk/applications/HLFJobs_PublicPortal.ofml

Closing date for online applications will be **28 August 2016**

Interviews will be held in our London office on 9 September 2016

If you have not heard from the recruiting officer two weeks after the closing date please assume you have not been successful. Thank you for your interest in this role and our organisation.

FEEDBACK

We welcome feedback on the content of the bulletin, as well as suggestions for any future bulletins.

