Producer (Front of House and Learning)

Are you curious, proactive, and interested in how heritage projects get off the ground? Are you seeking to build a career in the heritage industry and enhance your front-of-house skills? If so, we have an exciting opportunity for you!

We're seeking an organized, collaborative, and engaging individual who can expand their skillset and make a significant contribution to our work. The ideal candidate should be a confident host, problem-solver, and trustworthy partner with a passion for heritage, museums, and education.

They should be able to speak confidently with visitors and school groups that have made reservations. The role will be a conduit for clear and open communication between visitors and Holocaust Centre North colleagues.

Holocaust Centre North

Based on the campus of the University of Huddersfield, Holocaust Centre North is one of the youngest and most vibrant institutions in Britain dedicated to Holocaust education and commemoration. Holocaust Centre North strives to bring fresh approaches to the subject, while being wholehearted in its commitment to the primacy of the lived experiences of Holocaust survivors, in all their diversity. Holocaust Centre North's archive services, exhibition and learning centre are an extraordinary resource, which shows just how local and regional stories can illuminate issues of global history. Over the past two years, the charity's programming has developed a reputation for being inter-disciplinary, original and relevant. This is an exciting time for the charity, with a variety of new projects under way and plans for further development.

Towards an intergenerational and multi-disciplinary Holocaust education

Holocaust Centre North is committed to fostering a culture of care when talking about difficult/traumatic histories. Holocaust Centre North's archive includes stories of pre-war Jewish life and culture, forced displacement/migration, child refugees, trauma and intergenerational trauma, memory and postmemory, loss, internment, forced labour, survival & liberation, childhood & youth, diasporic identities, and making a new life in the North of England. These stories are fundamental to understand the world that we live in today and we believe that we must find ways to make history accessible to all.

This is why our programmes and initiatives use a creative approach to ensure that the authentic voices of survivors and their families speak to people from all backgrounds and generations.
One example is **Memorial Gestures**, a singular programme in the national landscape, through which we create opportunities for contemporary artists to engage with and bring to life the lesser-known stories in our archive in ways that are meaningful to people today. Because there is no single way to ensure that testimony remains powerful and timeless, this programme combines history, art, animation, drawing, installation, moving image, photography, socially engaged practice, sound, textiles, writing and more to enrich people’s learning and understanding of the Holocaust.

This approach speaks particularly well to new generations and has enabled us to develop an audience who care passionately about Holocaust education, contemporary humanitarian crises and human rights.

We strive to reach as many as possible also through **Homeward Bound**, our cataloguing and digitisation initiative, which seeks to open our collections for remote access and safeguard them for the next generations. Behind the scenes, we are constantly seeking new donations of archive materials, whilst also fundraising to make this possible. Our ambition for 2025 – the 80th anniversary of the liberation of Auschwitz-Birkenau – is to increase the size of our archive by 50%, meaning that we aim to safeguard at least 10,000 fragile and rare items.

As part of our commitment to audiences and school groups, we are seeking to open on Sundays as soon as possible. Sunday openings will be the primary responsibility for this role. However, the role will also be fully trained to deliver our learning programme for schools and will be required to support with administrative tasks around our learning programme.

### Our learning programme

Our sessions are designed to deepen students’ knowledge and understanding of the causes, consequences, and legacies of the Holocaust. At Holocaust Centre North, this means addressing common misconceptions, fostering critical thinking skills, and highlighting why it is important to study the Holocaust in the present. By engaging with our collections, students will learn about the history of the Holocaust through the stories of survivors and refugees who made new lives in the North of England.

### How to apply

To apply please submit your CV, cover letter (no longer than 2 A4 pages) and a video introducing yourself (strictly no longer than 2 minutes). Please send these as attachments to our Head of Learning, Hannah at h.randall@hud.ac.uk. The closing deadline is midnight on Sunday 18th June. We will be unable to consider applications received after this time.

Interviews will take place in person on Thursday 29th June onsite at Holocaust Centre North.
**Job Title:** Producer (Front of House and Learning)

**Responsible to:** Head of Learning

**Contract:** 0.6 FTW 1 year (with a view to make full time in due course)

**Location:** Huddersfield, West Yorkshire

**Remuneration** £12,600 (£21,000 FTE)

---

**Key responsibilities**

- To open and close our facilities on Sundays and two weekdays
- To support the Front of House team with general administrative tasks and record keeping
- To support our Learning Team through delivering events and pre-planned learning sessions

**To open and close our facilities on Sundays and two weekdays**

- To open and close the exhibition in line with advertised opening hours, with duty responsibilities for our new weekly Sunday openings.
- To welcome visitors in a friendly and courteous manner and answer their questions and/or point them to further information.
- To encourage visitors to make a donation for the upkeep and development of the exhibition, and continued work of Holocaust Centre North
- To be alert for suspicious behavior in and around the exhibition and learning centre
- To offer excellent customer service and communicate effectively with all staff, members, patrons and the general public.
- To assist with any other duties to support the Front of House
- To monitor the condition of the exhibition ensuring it is maintained to a high standard.

**To support the Front of House team with general administrative tasks and record keeping**

- To work with our Producer and the Head of Learning to respond promptly to booking enquiries from schools and groups, whether by email, phone or correspondence
- To support the Holocaust Centre North team with general administrative duties
- To keep accurate data on individual and group visits
- To monitor and record visitor comments
- To assist in gathering and collating feedback from visitors, teachers and students
To support our Learning Team through delivering events and pre-planned learning sessions for schools

- To participate in training to deliver our learning sessions for schools
- To deliver pre-planned learning sessions to schools as required by the Head of Learning
- To deliver informal learning activities as requested by the Head of Learning
- To undertake any other duties consistent with the grade of the post, as required.
- To ensure that the learning room is set-up ready for school groups to use
- To contribute to the newsletter for teachers
- To undertake any other duties consistent with the grade of the post, as required

Person Specification

The successful candidate will be able to demonstrate the following attributes:

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifications/Training</td>
<td>Minimum of 5 GCSEs or equivalent, A*-C, including English</td>
<td>Educated to first degree level or equivalent professional qualifications/work experience</td>
</tr>
<tr>
<td>Experience</td>
<td>Experience of working face to face with individuals and groups</td>
<td>Experience of working within a museum/gallery/archive/library setting</td>
</tr>
<tr>
<td></td>
<td>Experience of managing confidential information</td>
<td>Experience of working with teachers</td>
</tr>
<tr>
<td></td>
<td>Experience of customer care</td>
<td></td>
</tr>
<tr>
<td>Skills</td>
<td>Excellent written communication skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Excellent presentation skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ability to communicate sensitively and confidently with visitors</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ability to ask visitors do donate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Excellent organisation and co-ordination abilities</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Attention to detail</td>
<td></td>
</tr>
<tr>
<td>Knowledge</td>
<td>Awareness of and interest of 20th century history</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Interest in the Holocaust and Holocaust education</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Interest in and awareness of Holocaust Centre North’s work.</td>
<td></td>
</tr>
</tbody>
</table>
| **Personal attributes** | • Trustworthy  
• Self-motivated and able to work to own initiative, but also as part of a team  
• Strong customer service focus  
• Flexible and adaptable  
• Availability and willingness to work on Sundays |