

Communications & Visitor Experience Officer

Are you a dynamic, proactive communicator with a passion for engaging communities and creating impactful content? Do you thrive in fast-paced environments where your organisational skills and creativity are key to making a difference? If so, we have an exciting opportunity for you! We are seeking an organised, collaborative, creative and detail-oriented individual to join our team as a Communications Assistant.

In this role, you will play an essential part in managing our social media channels, creating engaging content that reflects the Centre's mission, and expanding our online presence. You will also support a range of community activities, from events and workshops to outreach programmes, helping to coordinate logistics and build relationships with community members. Additionally, you will assist our external PR officer with press releases, public relations tasks, and help maintain the Centre's website.

As part of a small, friendly team, you will also take a key role in front-of-house duties, welcoming visitors, responding to enquiries, and ensuring everyone who walks through our doors has a warm and positive experience. Occasional out of hours or weekend work will be expected.

This role is perfect for someone looking to gain hands-on experience in social media management, communications, event coordination, visitor experience, and community outreach whilst gaining experience of working within a heritage organisation.

JOB DESCRIPTION

Salary range: £ 24,500 pro rata (£19,656, 0.8 FTE)

Reporting to: Head of Communities

Type of role: 0.8 FTE – permanent

ROLE PURPOSE

- To provide support with the delivery of community activities (events, workshops etc) including with logistical arrangements and relationship building.
- To support the Centre's communications activities including with press and PR work, social media, website, newsletter and shop section.
- To be an active member of the Front of House team

SPECIFIC RESPONSIBILITIES

Front of House

Be a member of the Front of House team, sharing responsibility with other team members, including to:

- Respond promptly and professionally to all enquiries and ensure the relevant team members are informed as required
- Welcome visitors in a proactive, warm, friendly and professional manner and point them towards further information
- Ensure effective visitor signage is in place, and assist visitors in the event of an evacuation, notifying visitors of emergency exits

- To encourage visitors to make a donation for the upkeep and development of the exhibition, and continued work of Holocaust Centre North
- To open and close the exhibition in line with advertised opening hours, and have joint responsibility with another staff member for occasional Sunday openings and Thursday lates.
- Ensure that survivors visiting the Centre receive a warm welcome and become familiar with their stories and collections.

Delivering the Centre's communications activities

Be the Centre's point of contact for our external communications/PR agency. Tasks will include:

- Supporting the production and distribution of press releases and statements
- Proof reading, fact checking and credit checking
- Communication with relevant staff members
- Managing press photos and liaising with photographers
- Collating monthly press summaries
- Using material provided by the team, update the website across all its sections (including updating photos and writing new text)
- Support the creation of a social media strategy and work with the Head of Communities to increase social media numbers
- Update and post social media after finalised content is received from relevant staff members, and initiate content where appropriate
- Using material provided by the team to prepare Holocaust Centre North's newsletters

Executing our community activities

Under the guidance of the Head of Communities, assist in:

- Public event and community workshop planning and development (eg catering, staging, sound checks etc)
- Planning and executing appropriate marketing strategies
- Liaising with sponsors and partners
- Maintaining contact with the University of Huddersfield Estates Team on administrative and site matters (eg cleaners, technicians, catering etc)
- Managing facilitator/speaker logistics and travel (where relevant)
- Use Holocaust Centre North's online booking system as necessary to book in event participants etc.

Data Management

- Manage event invitation lists, RSVPs, and donor and stakeholder interactions
- Maintain accurate records of exhibition visitors, community event participants, etc

Other

- To provide administrative support to the Director including database input, managing invitation lists, supporting them with stakeholder engagement activities
- Carry out any other duties commensurate with the general level of responsibility of the post
- Occasionally, to work out of hours and/or weekends

Person Specification

Attributes	Essential	Desirable
Qualifications/ Training	Minimum of 5 GCSEs or equivalent, A*–C, including English	Educated to first degree level or equivalent professional qualifications/work experience
Experience	Experience managing social media channels Experience of working face to face with individuals and groups Experience of customer care Experience of managing confidential information	Experience working with the press
Skills	Excellent written communication skills Excellent presentation skills Ability to communicate sensitively and confidently with visitors Excellent organisation and co-ordination abilities Attention to detail Skills editing images, photographs, videos with the Adobe package, Canva or other software.	Ability to ask visitors to make a donation
Knowledge	Awareness of and interest in 20th century history A demonstrable interest in social justice and/or cultural history. Enthusiasm for the	Interest in the Holocaust and Holocaust education

	work that we do and commitment to our values.	
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 Ability to work in a fast-paced environment Availability and willingness to work occasional Sunday openings and Thursday lates	

How to apply

To apply please submit:

1. your CV
2. a cover letter (no longer than 2 A4 pages)
3. the equal opportunities monitoring form (which you can find below).

If you wish to enhance your application, you may include up to five attachments of images or videos. This is optional but can be a great way to showcase your work.

Please send these as attachments to support.hcn@hud.ac.uk. The closing deadline is midnight on Sunday 7th December 2025.

We will be unable to consider applications received after this time.

Interviews will be held on Thursday 18th December.

EQUAL OPPORTUNITY MONITORING FORM

Our aim at Holocaust Centre North is to actively contribute to prevent genocides, hate between groups and oppression of specific minoritised groups. That is what championing diversity and promoting inclusion means to us. As an employer this includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes only.

If you have any questions about the form contact a.bucci@hud.ac.uk

Please return the completed form to support.hcn@hud.ac.uk with your application.

Gender Male ☐ Female ☐ Intersex ☐ Non-binary ☐ Prefer not to say ☐

If you prefer to use your own gender identity, please write in:

Is the gender you identify with the same as your gender registered at birth?

Yes ☐ No ☐ Prefer not to say ☐

Age 16-24 ☐ 25-29 ☐ 30-34 ☐ 35-39 ☐ 40-44 ☐ 45-49 ☐ 50-54 ☐ 55-59 ☐ 60-64 ☐ 65+ ☐ Prefer not to say ☐

What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

Asian or Asian British

Indian ☐ Pakistani ☐ Bangladeshi ☐ Chinese ☐ Prefer not to say ☐

Any other Asian background, please write in:

Black, African, Caribbean or Black British

African ☐ Caribbean ☐ Prefer not to say ☐

Any other Black, African or Caribbean background, please write in:

Mixed or Multiple ethnic groups

White and Black Caribbean ☐ White and Black African ☐ White and Asian ☐ Prefer not to say ☐ Any other Mixed or Multiple ethnic background, please write in:

White

English ☐ Welsh ☐ Scottish ☐ Northern Irish ☐ Irish ☐

British ☐ Gypsy or Irish Traveller ☐ Prefer not to say ☐

Any other White background, please write in:

Other ethnic group

Arab ☐ Prefer not to say ☐ Any other ethnic group, please write in: _____

Do you consider yourself to have a disability or health condition?

Yes ☐ No ☐ Prefer not to say ☐

What is the effect or impact of your disability or health condition on your work? Please write in here: _____

What is your sexual orientation?

Heterosexual ☐ Gay ☐ Lesbian ☐ Bisexual ☐ Asexual ☐ Pansexual ☐
Undecided ☐ Prefer not to say ☐

If you prefer to use your own identity, please write in: _____

What is your religion or belief?

No religion or belief ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐
Muslim ☐ Sikh ☐ Prefer not to say ☐ If other religion or belief, please write in: _____

What is your working pattern?

Full-time ☐ Part-time ☐ Prefer not to say ☐ _____

Do you have caring responsibilities? If yes, please tick all that apply

None ☐
Primary carer of a child/children (under 18) ☐
Primary carer of disabled child/children ☐
Primary carer of disabled adult (18 and over) ☐
Primary carer of older person ☐
Secondary carer (another person carries out the main caring role) ☐
Prefer not to say ☐

We want to stay in touch via our newsletter to inform you about future opportunities at Holocaust Centre North. If you prefer to opt out of subscribing to our newsletter, please check this box ☐