

Citizens Theatre

Job Description

Role:	Heritage Engagement Officer (12 months fixed term, July 25-July 26)
Responsible to:	Participate Director
Responsible for:	Volunteer Team

Purpose of the Role:

The Citizens Theatre is seeking a creative and energetic Heritage Engagement Officer to join our team. This role will be pivotal in ensuring the rich history of the Citizens Theatre is shared, celebrated and explored by diverse audiences. You will work closely with internal teams, local communities and stakeholders to develop innovative, engaging and creative heritage-based projects that deliver on and build upon the Citizens Theatre's Heritage Activity Plan, to enhance the theatre's legacy, foster community connections and enrich the visitor experience.

Following a seven-year closure for a major redevelopment of the building, we intend to reopen the Citizens Theatre to the public in August 2025. The transformed building and facilities will present new opportunities for artistic, participation and commercial activities, including a new bar/café. This is an exciting opportunity to join the team and contribute to our Homecoming programme of activity, and ensure an exceptional welcome to our visitors when we reopen our doors in the summer.

This post will support the delivery of our reopening programme, so **our preference is for candidates available to start by end of July 2025.**

Key Responsibilities:

- Lead and manage heritage focused initiatives that engage audiences of all ages and backgrounds.
- Work with the Participate and Programming teams to plan and deliver our reopening Homecoming Season, ensuring our heritage offer is integrated alongside our creative offer.
- Design and deliver engaging activities (workshops, talks, tours and events) to promote the theatre's heritage, making it accessible and relevant to the community.
- Establish a new programme of Citizens Theatre Volunteers to lead heritage tours and support our visitor welcome, working with the Front of House Manager to recruit and manage volunteers and oversee the programme of volunteer training.
- With colleagues in Participate, Programming and Operations, build strong relationships and raise visibility with local schools, community groups, heritage organisations and cultural institutions. Ensure these groups and stakeholders are informed about, can participate and collaborate in, and have access to our heritage programme.
- Research and create compelling content to interpret the history of the Citizens Theatre and its place in the local Gorbals community, including the collation of oral history, developing storytelling for digital platforms, printed materials and live presentations.
- Oversee heritage-related events, working with Front of House and Marketing colleagues to ensure smooth planning, promotion and delivery. Support with event management and logistics to bring heritage to life for audiences.
- Design and manage the Evaluation Framework for the Heritage Activities, working with Participate and Box Office staff to keep accurate records of project activities. Regularly assessing the impact of heritage engagement activities, providing feedback and recommendations for the future.

Organisational Commitments:

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity.
- Be accountable for yourself and others, in line with our Health & Safety Policy.
- Create a positive working environment, underpinned by the organisation's values.
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz.
- Contribute to activities that support income generation and fundraising.
- Contribute to our environmental sustainability goals.
- Undertake relevant training and development as required.

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is going through a significant period of change as we return to our building following six years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

Person Specification:

Essential

- Experience in creating and delivering activity in a heritage, history or museum education setting with direct or comparable experience of working with oral history and living heritage storytelling.
- Understanding of how to engage diverse audiences through creative, inclusive and interactive heritage projects.
- Excellent research skills with a keen interest in the history of Glasgow, its communities and cultural landmarks.
- Experience in developing and delivering public programming, workshops and community events.
- Experience of working with teams of volunteers.
- Excellent communication and interpersonal skills, with the ability to work with a wide range of people, including colleagues, volunteers, community groups and external partners.
- Excellent verbal and writing skills, with a high level of accuracy in English.
- Experience in project management, with the ability to oversee budgets, timelines and resources effectively.
- A proactive and adaptive approach, with the ability to respond creatively to challenges and opportunities.
- Ability to start before end-July 2025.

Desirable

- Familiarity with Glasgow's local heritage and cultural history.
- Knowledge and experience of the ongoing work across the Scottish and/or UK Heritage Sector to embed better working EDI practices and to widen representation within heritage narratives.
- Knowledge of digital tools and media, with experience of delivering digital heritage content.

Terms & Conditions

Contract type	12 months fixed term, July 2025-July 2026, full-time
Salary:	£28,000 per annum
Hours:	35 hours per week, which may include evening and weekends depending on activity programming
Overtime:	No overtime payments are available. The Citizens Theatre operates a time off in lieu (TOIL) system.
Holiday:	20 days per year, plus 9 public holidays, rising to 22 days after 3 years, and 25 days after 5 years
Pension:	The Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)

Probation: This post is subject to a three-month probationary period
Notice period: 2 weeks during probation; 6 weeks thereafter
Location: Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS
Colleagues are currently working from home while we complete a major redevelopment of our building, with an expected return to the theatre in summer 2025. On return to the building we anticipate introducing a hybrid working policy, with a weighting towards office working.

Benefits:

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Cycle to Work Scheme
- Training and development opportunities

How to apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citiz.co.uk and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team, and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure, and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

Please send your CV and cover letter (two pages max) by email to: recruitment@citiz.co.uk.

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citiz.co.uk to discuss a suitable format.

Deadline for applications: **Mon 16 June 2025, 12 noon**
First Interview: **Mon 23 / Tues 24 June 2025** (may be subject to change, in person if possible, otherwise zoom)
Second Interview: **Thurs 26 June** (may be subject to change, in person if possible, otherwise zoom)

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.