



Bridgwater Town Council



Museum & Heritage Officer

RECRUITMENT PACK



Appointment of a Museum and Heritage Officer

Working hours: 37 hours per week, 37 hours per week, Monday to Friday, with some weekend working required. Working patterns vary seasonally.

Salary Scale SCP:13 – 17 (£29,064 to £31,022 per annum), plus NJC annual pay award and Local Government Pension Scheme.

Bridgwater Town Council is seeking a Museum and Heritage Officer to support the operation, care and development of the Blake Museum.

Working as part of a small and supportive team, you will be responsible for delivering high standards of collections care, visitor experience and community engagement, ensuring the Museum is welcoming, informative and accessible to all.

You will play a key role in managing day-to-day museum operations during the public season, while also contributing to collections management, research, exhibition development and digital content during the winter period.

As a Museum and Heritage Officer, you will:

- Support the delivery of a wide range of museum, heritage and cultural activities, including exhibitions, events and learning programmes
- Manage a varied workload, balancing day-to-day operational responsibilities with longer-term projects
- Contribute to the care, interpretation and promotion of collections to enhance visitor experience and engagement

The ideal candidate will be:

- Experienced in working within a museum, heritage or cultural setting
- Organised and able to manage competing priorities effectively
- Knowledgeable in collections care and public engagement
- A confident communicator, able to engage with a wide range of audiences
- Collaborative in approach, working effectively with volunteers, colleagues, community groups and partner organisations

To obtain an information pack with full details of the role and application form, please visit our website www.bridgwater-tc.gov.uk/vacancies

Completed application forms should be sent to: hradmin@bridgwater-tc.gov.uk

Closing date for applications: 10th July 2026

Interview date: TBC

If you would like to discuss this position, please contact the HR department on 01278 427692

Appointment subject to satisfactory references and pre-employment health checks



Museum and Heritage Officer

Job Description

Location	Bridgwater
Salary	SCP 13 – 17 (£29,064 to £31,022 per annum), plus an annual pay award in line with NJC terms and conditions and access to the Local Government Pension Scheme.
Hours	Full time 37 hours per week, (part-time and job share options will also be considered). Monday to Friday, with some weekend working required. Working patterns vary seasonally.
Leave	25 days plus bank holidays rising to 28 after 5 years with entitlement increasing based on your length of service (pro rata).
Reports to	Fundraising and Development Manager

Role Summary

The postholder will support the operation, care and ongoing development of the Blake Museum, ensuring the highest standards of collections management and adherence to curatorial best practice.

During the public opening season (April to November), the role will lead the day-to-day running of the museum, overseeing visitor experience, interpretation and volunteer engagement. Working alongside the Volunteer Coordinator, the postholder will ensure volunteers are well supported, valued and empowered to contribute effectively. This includes working positively with the Friends of the Museum to support their contribution to the life and promotion of the Museum. As volunteers are active year-round, the role will also support their continued involvement across both public-facing and behind-the-scenes activities. As volunteers are active year-round, the role will also support their continued involvement across both public-facing and behind-the-scenes activities.

Throughout the winter closure period, the postholder will focus on collections care and documentation, research, exhibition development, learning and engagement preparation, digital content and community engagement activity delivered both on and off site or planned for future seasons.

The role will also support a wider understanding of Bridgwater Town Council's heritage assets beyond the Museum, including civic heritage assets.

Key Responsibilities

Museum Operations

- Lead on the day-to-day operation of the Blake Museum to ensure a safe, welcoming and well-maintained environment for visitors and volunteers.
- Work with the Fundraising and Development Manager on the implementation of

agreed policies, procedures and operational plans.

- Liaise with Bridgwater Town Council's Facilities Manager to support compliance, health and safety requirements and building maintenance.

Collections Support

- Support collections care activities, including documentation, storage, conservation and interpretation of all Town Council-owned heritage assets, in line with museum and heritage best practice.
- Assist with maintaining accurate collections records and improving physical and intellectual access to the collection.
- Support the cataloguing, monitoring and interpretation of wider Town Council heritage assets, including those beyond the Museum.
- Coordinate actions relating to the Museum's Forward Plan and work towards maintaining Accreditation with support from the Fundraising and Development Manager.

Volunteers and Community Engagement

- Oversee audience development by supporting activities that widen participation, encourage repeat visits and engage new and under-represented audiences with the Museum and wider heritage offer.
- Collect and use audience and performance data to inform programming, improve visitor experience and support reporting requirements.
- Coordinate and support Museum volunteers, including assisting with recruitment, induction and ongoing engagement.
- Support volunteers in delivering day-to-day Museum activities and public engagement.
- Work collaboratively with local heritage groups and partners, including the Civic Society, Bridgwater Town Council History Forum and the South West Heritage Trust's Brick and Tile Museum.
- Develop and maintain a positive working relationship with the Friends of the Museum, supporting their activities, encouraging engagement, and recognising their contribution to the Museum's sustainability and community presence.

Interpretation, Learning and Events

- Lead on the development of displays and interpretation in collaboration with Bridgwater Town Council staff and the Blake Museum Steering Group.
- Support the development and delivery of learning activities, including engagement with schools and educational groups where appropriate.
- Work with the Bridgwater Town Council Events Officer to support the delivery of heritage programmes and activities.
- Assist with the planning and delivery of History Day, Heritage Week, Volunteer Week and other local heritage events.
- Contribute to interpretation that reflects the wider heritage of the town, including trails and Town Council assets not currently displayed within the Museum.

Administrative Support and General Duties

- Oversee and maintain the Museum’s website, ensuring content is accurate, up to date and supports the promotion of the Museum and its wider heritage assets.
- Work with Bridgwater Town Council’s Communication and Marketing Team to support the promotion of the Museum and wider heritage assets through digital channels and printed marketing materials.
- Support income generation activity, including sales, events and programming, to contribute to the sustainability of the Museum.
- Assist with the preparation of reports for the Community and Cultural Services Committee.
- Support budget monitoring and administrative tasks related to Museum activity.
- Undertake general duties appropriate to the role as required.

Hours of Work

- Typically, Monday to Friday with some weekend working required
- Exact days and hours will be agreed based on service needs

Working patterns vary between the open season (April to November), which includes more visitor-facing and weekend work and the winter closure period, which focuses on collections, projects and weekday working.

This list is not exhaustive and may be reviewed from time to time to reflect the changing needs of the Council. The postholder may be required to undertake other duties reasonably requested and consistent with the level of the role.

Other Information

External and Internal Contacts

- Work with councillors, residents, contractors, suppliers, employees, partner organisations, Friends of Blake Museum and Volunteers.
- Communicate effectively in person, virtually, by telephone and in writing.

Working Environment

- Based at Blake Museum and Bridgwater Town Hall
- The Council operates a smoke-free workplace policy across all Council buildings.
- Promote equality, inclusion and anti-discriminatory practice in all aspects of work.

Bridgwater Town Council Values

- Work in a way that reflects the Council’s values:

Adaptable Respond positively to change	Forward Thinking Plan ahead and focus on outcomes
<ul style="list-style-type: none">• Work flexibly to support the team.• Challenge existing ways of working.• Work together to solve problems efficiently.	<ul style="list-style-type: none">• Show initiative and solve problems proactively.• Look for smarter, more efficient ways of working.

	<ul style="list-style-type: none"> • Plan ahead and anticipate change. • Use technology to improve services and reduce cost.
<p>People Orientated Work together to achieve shared goals</p> <ul style="list-style-type: none"> • Focus on customer needs and fairness. • Value the skills and experience of others. • Encourage initiative and ownership. • Listen, engage and use feedback to improve. • Be approachable, calm and respectful. • Communicate clearly and avoid jargon. 	<p>Integrity Act with honesty, openness and accountability</p> <ul style="list-style-type: none"> • Take responsibility for actions and outcomes. • Challenge poor or unfair practice. • Keep personal data confidential and secure. • Act consistently and transparently. • Remain professional in challenging situations.

Equal Opportunities and Anti-Discriminatory Practices

All employees are expected to uphold equal opportunities, inclusion and anti-discriminatory practice in their work.

Health and Safety at Work

The postholder is required to follow the Council's Health and Safety Policy and all relevant health and safety procedures.

Data Protection Act 2018

Employees who process or handle personal data must comply with data protection legislation and the Council's Data Protection Policy.

Council Policies

The postholder is expected to be familiar with and comply with all relevant Council policies and procedures.

Performance Management

The postholder will take part in the Council's performance review process, including an annual appraisal, a six-month review and regular one-to-one meetings with their line manager. This will inform an ongoing personal development plan aligned to Council objectives.

Environment / Sustainability

Support the Council's environmental and sustainability objectives and consider the environmental impact of day-to-day activities and decisions.



Museum and Heritage Officer

Person Specification

	Essential	Desirable	Evidence
Qualifications & Training	<p>Educated to degree level or equivalent in a relevant subject</p> <p>Commitment to further professional development where required.</p>	Relevant professional membership	Application & Interview
Knowledge & Experience	<p>Experience of the day-to-day operation of a museum, heritage site, or similar cultural venue</p> <p>Practical experience of collections care, documentation, or interpretation</p> <p>Experience working with volunteers or community groups</p> <p>Experience in a customer-facing or public engagement role</p>	<p>Experience working in an accredited museum or towards Museum Accreditation</p> <p>Knowledge of collections management systems</p> <p>Experience supporting heritage or cultural events</p> <p>Experience working within a local authority or public sector environment</p> <p>Awareness of heritage asset management beyond traditional museum collections, including public art, civic objects or historic features within the built environment.</p> <p>Basic understanding of conservation or restoration principles and when specialist advice is required.</p>	Application, Interview & Presentation
Skills & Abilities	Good organisational skills with the ability to coordinate multiple	Experience contributing to interpretation or	Application & Interview

	<p>tasks</p> <p>Effective communication skills and ability to work collaboratively</p> <p>Ability to follow policies, procedures and best practice guidance</p> <p>Basic IT skills including email, Word, and record keeping systems</p>	<p>learning content</p> <p>Experience producing digital or print promotional materials</p> <p>Familiarity with heritage trails or place-based interpretation</p> <p>Experience using social media or websites for promotion</p>	
Personal Attributes	<p>Reliable, self-motivated, and able to work independently</p> <p>Flexible and adaptable approach to work</p> <p>Commitment to equality, diversity and inclusive access</p>	<p>Confidence engaging with a wide range of audiences</p> <p>Interest in Bridgwater's history and heritage</p> <p>Willingness to develop specialist skills</p>	Application & Interview
Other Requirements	<p>Ability to work occasional evenings, Sundays or Bank Holidays</p> <p>Understanding of health and safety responsibilities in a public building</p>	<p>Full UK driving licence or access to transport</p>	



Museum and Heritage Officer

Rewards Statement

We want Bridgwater Town Council to be a great place to work, where colleagues are proud to work for the organisation.

As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.

Local Government Pension Scheme	with a significant employer contribution of 22.3% of your salary
Generous annual leave	25 days plus bank holidays rising to 28 after 5 years with entitlement increasing based on your length of service
Health and wellbeing support	including a 24-hour confidential helpline, access to counselling, and trained Mental Health First Aiders
Learning and development opportunities	helping you build skills and progress in your role Paid professional membership
A strong team environment	work alongside supportive colleagues who take pride in delivering services to the community
Work-life balance	we recognise the importance of balancing work and personal life
Modern equipment and safe working practices	ensuring you have the tools and support needed to do your job effectively
Employee discounts	access to a range of savings through Bright HR
Family-friendly policies	including flexible working, enhanced maternity pay, paternity and adoption leave, and support for work-life balance.