JOB DESCRIPTION

Job Title: Interpretation Officer

Department/Division: Learning and Families

Reports to: Interpretation Team Leader

Hours of Work: 37.5 hours per week
From Monday 14th March 2016
Fixed term contract for 11 months with possible extension to 12 months

Location: Wisley

Job Purpose: To work as a member of the Interpretation Team on the design and production of high quality interpretation, signage, displays, and printed media at RHS Garden Wisley.

Accountabilities

1. Design and oversee the production of interpretive displays, signage, posters and leaflets for RHS Garden Wisley and other locations when required.

2. Source images, write copy and undertake research for interpretation projects.

3. Liaise with printers, contractors, and equipment suppliers.

4. Work with horticultural staff on the development of interpretation proposals.

5. Assist with the evaluation of information and interpretation.

6. Assist with the development of media for events and promotions.

7. Liaise with Visitor Services, Marketing and Events Team on the production and installation of signage, posters and banners.

8. Assist with the development of garden interpretation for the RHS website.


10. To undertake any other duties as may reasonably be required of you in the post.

11. To ensure own safety, and the safety of others who may be affected by your actions. Employees must follow instructions and co-operate at all times with their line manager to enable the RHS to meet its legal responsibilities. Employees must stop work if the nature of the situation involves risk of serious injury to any person and must report any hazardous situation or defective equipment to their line manager without delay.
PERSON SPECIFICATION
Interpretation Officer

KNOWLEDGE

ESSENTIAL:
1. National Certificate or Diploma in art, design, or a relevant discipline.
2. Experience of desk top publishing and knowledge of print production processes.
3. Good standard of numeracy and literacy

DESRABLE:
4. Interest or knowledge of plants and gardening.
5. Interest and ability in the use of the internet and social media for interpretation.

EXPERIENCE

ESSENTIAL:
7. Experience of writing and editing copy.

DESRABLE:
8. Experience in the development of interpretive materials.
9. Project development and commissioning of external contractors

SKILLS - JOB COMPETENCES

ESSENTIAL:
10. Competent in the use of software for DTP and digital imaging
11. Use of Microsoft Office for producing reports, letters, spreadsheets and PowerPoint presentations
12. Use of the Internet and databases to carry out research, obtain information and e-mail
13. Can communicate information on varied topics in an inspirational way to audiences of both amateurs and professionals
14. Ability to communicate accurately and effectively in verbal and written English
15. Ability to travel as required, usually up to 7 days per year
16. Ability to stay away overnight as required, usually up to 5 nights per year
SKILLS - RHS COMPETENCES

Planning (level 2)
Able to plan and evaluate own work (plans have outcomes)
Plans may involve others

Change (level 2)
Supports and communicates the need for change
Makes suggestions for changes within own and team role

Managing (level 2)
Takes responsibility for and evaluates own work
Shows an interest in the work of and the needs of the team

Decisions (level 2)
Decisions are consistent, thorough and systematic.
Takes account of the impact of decisions on others.

Teamwork (level 2)
Works in a team as a leader or member.
Supports and promotes teamwork.

Communication (level 3)
Able to adapt own communication skills to varied situations
Communication involves a high degree of influence and motivation of others

Commitment (level 2)
Sets stretching goals to achieve own objectives
Focuses self and others on most important issues

Development (level 2)
Shares own knowledge and information with others.
Actively seeks out ways to gain wider or increasing experience, skills or knowledge.

Customer Care (level 2)
Identifies opportunities to improve customer care within own role
Actively seeks feedback on own performance

Shaded areas indicate two/three RHS Competences that are particularly important for this role. They are addressed by the applicant, as part of the recruitment process.
Numbers denote the level required on the RHS Competency Framework. 1=lower, 5=higher