

Job Description

Title	Community Engagement Assistant
Hours	16 hours per week
Salary	£11,190.40 pa (FTE £25,877.80)
Report to	Community Engagement Manager
About The Bishop's Palace	The site and buildings of The Bishop's Palace and Gardens is owned by the Church Commissioners and managed by The Palace Trust. As a charitable organisation our mission is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning. The eight-hundred-year-old Palace sits among fourteen acres of stunning RHS partner gardens and draws in around 140,000 per year. The gardens are made up of picturesque, gardenesque, English garden style and contemporary gardens. Our Community Garden draws in a range of different user groups such as people with mental health issues. Our Community Aims are to enrich lives through our charitable work both on-site and off-site, ensuring everyone in our community has the chance to discover something meaningful and beneficial.
Purpose of role	The Community Engagement Assistant will be involved in the recruitment, induction, training and support of The Bishop's Palace volunteers ensuring the delivery of a positive volunteering experience which fulfils the organisation's volunteer needs. Take a lead role in the administration of volunteers and groups. Involved in creating and maintaining links with local people, schools and groups.
Mission, Vision and Values	As a charitable organisation our aim is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning. Our Vision To inspire and touch the lives of many by offering joy, healing, hope and wellbeing. Our Purpose To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all. What we value • Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability
Key tasks – What the Palace Trust expects from the Community	Volunteering & Community Engagement • Maintain the online volunteer records, volunteer website and related admin eg expenses forms. This may take a considerable portion of the working week. • Promote volunteering at The Bishop's Palace in accordance with the Volunteer strategy and policy to communities within Wells and Somerset,

Engagement Assistant	including volunteers from diverse backgrounds, young people on work experience placements and internships, to schools, colleges and universities. • Assist the Community Engagement Manager in the selection process, including DBS forms where appropriate, interviews, induction and an annual training programme. • Coordinate volunteer recruitment including safeguarding and induction training for volunteers. • Organise regular updates/briefing with volunteers to ensure they remain at the heart of developments and improvements and enthused about their roles. • Help organise and run social events for volunteers. • Support managers in their management of other volunteer teams. • Assist the Community Engagement Manager in connecting with local groups, running outreach sessions and attending meetings/events. • Assist the Community Engagement Manager on specific projects as required. General • The post holder will be required to undertake other reasonable duties and responsibilities which are compatible with the overall scope and authority of the appointment, in discussion with the Community Engagement Manager. • Act as Fire Marshall and Duty First Aider as appropriate for which training will be given.
What you can expect from The Palace Trust	• 25 days annual leave per year (pro rata) increasing with length of service up to max 30 days. • Opportunity to join The Palace Trust's pension scheme • Opportunity to support your local community through volunteer days • Access to the organisational Employee Assistance Programme • 50% staff discount in The Bishop's Table • Birthday day off • Tickets for events, outdoor theatre, guest membership • Training, development and mentoring
Key internal contacts	• Visitor Team and Events Managers • Head Gardener • Community Gardener

Person Specification

	Essential	Desirable
Knowledge and Experience	• At least two years' experience of working with different community groups of interest to The Bishop's Palace • Experience of volunteering/working with volunteers • Administrative experience • Understanding of equality and diversity issues • Educated to at least A-level or equivalent	• Experience of working in a building open to the public • Experience in a face-to-face customer/visitor focused environment • Experience of outreach work

	• Previous experience in providing training/education	
Skills and abilities	• Excellent verbal, interpersonal and written communication skills • Excellent level of administrative and IT skills including databases, Office 365, websites, online surveys and social media. Able to maintain well organised systems. • Ability to exercise initiative, take personal responsibility and resolve issues independently. • Ability to develop positive working relationships with individuals, groups and organisations. • Diplomacy and negotiation skills • Ability to engage and motivate	
Personal Attributes	• A passion for the benefits of volunteering, and working with disadvantaged communities • Flexibility in relation to duties and working hours that will include evenings, weekends and bank holidays • Willingness to support all members of the organisation and to be flexible in the tasks that are undertaken • Treats people with fairness, respect, and consideration without regard for their position, status, or background	

To Apply for this role:

Please complete the **application form** and submit this along with the Equality & Diversity form to recruitment@bishoppalace.org.uk

Closing date for applications: Midday on Monday 21 September 2026

Interviews will be held on Thursday 1 October 2026

Anticipated start date – mid- October/early November 2026.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

