

Job Description

Heritage Project Officer

Location - Based at Sir Oswald Stoll Mansions, 446 Fulham Road, London SW6 1DT, with occasional travel to other Stoll Foundation sites and external archives.

Reports to - Communications and Marketing Manager

Contract - Fixed Term, January 2025 – May 2028

Hours of work – Full time, 35 hours per week

Salary - £30,652 per annum depending on experience, plus benefits.

Background

The Stoll Foundation is the leading provider of housing and support services to vulnerable veterans. Founded in 1916 by theatre impresario Sir Oswald Stoll to house severely disabled WWI veterans, The Stoll Foundation has provided a sanctuary to help veterans rebuild their lives for over one hundred years.

As The Stoll Foundation enters a new chapter, an opportunity has arisen for an enthusiastic and motivated Heritage Project Officer to join our team and oversee the day-to-day delivery of a 2.5-year heritage project. *Veterans' Voices: 100 Years of Housing Heroes* is made possible with The National Lottery Heritage Fund. Thanks to National Lottery players, we have been able to launch an ambitious project exploring the rich history of The Stoll Foundation while engaging our residents through workshops and events and building lasting ties with the local community.

The Heritage Project is a direct response to the sale of our main site, the historic Sir Oswald Stoll Mansions, which will be handed over to our neighbours Chelsea FC in 2027. While residents of the Mansions will move to nearby, higher-quality accommodation in the new build development of King's Road Park, aspects of our heritage including the Mansions themselves, our on-site archives and the memories and stories of our residents are at risk.

From late 2025 until early 2028, the Heritage Project Officer will deliver a series of workshops, tours, activities, and lectures which celebrate, preserve, and share our rich heritage while engaging and integrating the local veteran and civilian communities in Fulham. Working with partners including the Fulham Society, Hammersmith & Fulham Archives and two volunteer committees, the Heritage Project Officer will also conduct extensive archival and online research to piece together the hidden history and forgotten stories of The Stoll Foundation and our early residents. Additionally, the Officer will lead on the production of key assets including a website section devoted to our heritage and a physical and digital book of the local community's memories of Stoll Mansions. The project will culminate in a temporary exhibition which the Heritage Project Officer will design and deliver with the support of volunteers and professionals.

The ideal candidate will be a creative and enthusiastic self-starter with excellent organisational skills and the confidence to lead the planning and delivery of a multi-year project. They will work closely with the Communications and Marketing Manager, other Stoll staff, participants, and volunteers to ensure the successful delivery of the project. They will have a strong interest in heritage, community engagement and archival research, and the experience and skills to manage a wide variety of activities and priorities throughout the project.

Key Responsibilities

- Recruiting and managing two teams of volunteers: a Local Heritage Heroes committee of local community members and a Veteran Heritage Committee of The Stoll Foundation residents.
- Planning and delivering events and activities including workshops, open days, lecture series, committee meetings and field trips.
- Leading the planning and delivery of a temporary exhibition created in collaboration with project beneficiaries and volunteers.
- Tracking and reporting on a significant budget.
- Managing the creation of assets including a new Heritage section of The Stoll Foundation website and a physical and digital book compiling memories of Stoll Mansions from the local community.
- Managing the production of collaborative historical case studies and oral histories.
- Engaging with the local community to ensure participation in activities and integration with the Stoll veteran community and vice versa.
- Conducting archival and online research to uncover the story of Sir Oswald Stoll, The Stoll Foundation, Stoll Mansions, and our early veteran beneficiaries.
- Managing the cataloguing, digitisation and conservation of archival materials.
- Identifying and acting upon opportunities for further collaboration and partnerships; managing existing partnerships.
- Reporting on and evaluating the project including wellbeing impact on participants.

Person Specification

Essential

- Excellent copywriting abilities with experience communicating with a variety of audiences.
- Excellent written and oral English with strong storytelling skills.
- Confidence interacting with, listening to, and leading groups and individuals.
- Volunteer management experience including organising and leading meetings and volunteer admin e.g. handling expense claims.
- End-to-end event and/or workshop planning and delivery experience.
- Research experience, including document and archival research.
- Excellent administrative and organisational skills with the ability to manage multiple time-sensitive responsibilities and priorities.
- Experience working in a people-facing role, ideally working with vulnerable adults or children.
- Strong attention to detail.
- Budget management experience.
- Evaluation and reporting skills and experience.
- Experience managing stakeholder relationships and partnerships.

Desirable

- Experience in a heritage role (e.g. in an archive, museum, other heritage institution or academia).
- Understanding of the military sector, veteran support landscape and issues facing service-leavers.
- Interest in and knowledge of military history from WWI onwards.
- Experience in a wellbeing support role including taking wellbeing measurements with WEMWBS, ONS or similar.
- Experience developing oral histories and/or historical case studies.
- Design skills (Canva, Publisher and/or Adobe InDesign) or experience producing or project managing the production of digital and print communication assets.
- Experience planning or assisting with the creation of an exhibition or display.
- Understanding of GDPR regulations and compliance.

Benefits of working at Stoll

Stoll is committed to rewarding its excellent staff in the best way possible. See below a list of some of the following benefits:

Available from your first day of employment:

- Up to 6 weeks Annual Leave – a minimum of five weeks annual leave in your first year (pro-rata for part time employees) plus statutory days. Your annual leave entitlement increases with your length of service to a maximum of six weeks.
- Team-building Events – quarterly staff social activities and structured team-building events enabling teams to work together and have some fun!
- End of Year Celebrations – offering every employee an end of year celebration, to enjoy time together.
- Flexible Working – allowing qualifying employees to adopt a working pattern which facilitates a better work/life balance and allow for the care of dependents.
- Occasion days – 3 additional days of leave per year, accruing one per quarter

After successful completion of probation:

- Healthcare Cash Back Plan – provided by Bupa, this scheme financially reimburses you for treatment costs (up to an annual limit) for everyday healthcare needs including dental and chiropractic treatments, physiotherapy, and health screenings.
- Pension – the Social Housing Pension Scheme (SHPS) is available to all employees via salary exchange. Following successful completion of the Probationary Period, Stoll will increase contributions.
- Ride to Work Scheme – providing loans for bicycles and cycling equipment through our retail partner as a tax and National Insurance free benefit through salary exchange.

- Season Ticket Loans – staff can access an interest-free loan if they travel to and from work by public transport, paid back over 10 monthly instalments.
- Training and development opportunities to build your skills and further your career goals.

If you would like to apply, please email your CV and cover letter outlining how you meet the person specification, to recruitment@stoll.org.uk.

Closing date for applications: 5th December 2025

Interviews: 8th - 12th December 2025

To discuss this role further, please contact Communications and Marketing Manager Hattie Ford at hattie.ford@stoll.org.uk.

The Stoll Foundation strives to be an equal opportunities employer and welcomes applications from all sections of the community. We particularly welcome applications from ex-service personnel.

The Stoll Foundation appointments are subject to an enhanced DBS check.

*Using money raised by National Lottery players, The National Lottery Heritage Fund supports projects that connect people and communities with the UK's heritage. **Veterans' Voices: 100 Years of Housing Heroes** is made possible with The National Lottery Heritage Fund. Thanks to National Lottery players, we have been able to launch an ambitious project exploring the rich history of The Stoll Foundation while engaging our residents through workshops and events and building lasting ties with the local community.*