



## Branding and Marketing Consultant

<b>Role:</b>	Develop branding and marketing plan for Tiverton Museum of Mid Devon Life
<b>Location:</b>	Working from home and at Tiverton Museum of Mid Devon Life, Devon
<b>Fee:</b>	£8,000 including VAT and all expenses including travel
<b>Status:</b>	Freelance Consultant
<b>Reporting to:</b>	Pippa Griffith, Museum Director
<b>Period of contract:</b>	Fixed term, to be completed by 07/01/2019

### 1. Background

1.1 Tiverton Museum has secured a Heritage Lottery Fund Resilient Heritage grant, for a project 'Attracting Audiences; Securing our Future'. Overall, the project includes essential work strengthening the museum to secure its future:

- Business model review to identify opportunities for cost saving and increasing income. To create a building master plan enabling us to serve our audiences better, and support financial resilience of the museum through full use of assets, examining kerb appeal, letting, retail and catering potential. Implementation of some of these recommendations.
- Governance, staffing and organisational development. To build capacity, reducing overall reliance on a small number of people through board recruitment and development. To review staff roles ensuring best use of paid staff time in line with business model review. Strengthen wider support for through developing volunteers, members etc.
- Audience development and marketing: To review engagement with existing and potential audiences through a new audience development plan, using this to develop the brand/USP, and direct future marketing. To assess current marketing, including the website, and develop a marketing plan in line with the new audience development plan. To train staff and trustees ensuring efficacy of all marketing. Implementation of some of these recommendations.

This project has two phases. The first is to make essential, immediate changes to the museum by increasing income, through a new business plan and attracting more visitors, to achieve a balanced budget. The second phase will contribute to medium term plans for a capital redevelopment project. A capital redevelopment will allow the museum to make the most of its large site to improve the visitor experience, provide space for events and activities and maximise commercial income whilst improving the building and collections care conditions.

1.2 Tiverton Museum is a vibrant, award-winning and much loved museum that provides extensive displays on the history of Mid Devon; a lively events programme, including temporary exhibitions (on anything from the history of underwear to local farming memories), guided walks, talks, holiday craft activities, themed days and lots more. The museum is proud to be family friendly and has won a number of recent awards:

- Trip Adviser Certificate of Excellence 2018.
- Trip Adviser Certificate of Excellence 2017.

- Highly Commended Mid Devon Community Awards, 2017
- Trip Adviser Certificate of Excellence 2016.
- Bronze Award, Small Visitor Attraction Devon Tourism Awards 2015
- Bronze Award, Access and Inclusivity Devon Tourism Awards 2015
- Long-listed for the Family Friendly Museum of the Year 2015.

The museum contributes to the local economy as a key visitor attraction and works closely with its local community. We offer a range of activities for schools and families and are an important resource in an area where poverty and geographical factors increase the risk of isolation. The museum makes it possible for teachers and parents to access good quality learning opportunities outside the classroom. We also provide a successful reminiscence service for older people in care and residential homes, and a monthly memory group based at the museum. The museum runs the town's Tourist Information Service and is engaged with plans to develop tourism within Mid Devon liaising with both Mid Devon District Council and the Mid Devon Attractions Association.

## **1 Objective for this contract**

An experienced consultant is required to provide branding recommendations and a Marketing Plan for Tiverton Museum. The plan will be informed by findings in a new Audience Development Plan (being created as part of this project during the summer 2018) to shape the future marketing of all of the museum's services to current and potential audiences.

The consultant will conduct the following tasks:

- To identify the museums USP in line with the new Audience Development Plan findings.
- To review existing marketing practices, and create a marketing plan to attract audiences identified in new Audience Development Plan. To also provide the following within the marketing plan:
  - Recommendations for creating a (or developing the existing) brand to reflect the museum's identity, purpose and aims which will work across all marketing platforms (print and digital).
  - To produce a design specification for a branding strategy and guidelines to apply to all signage, printed media and website (including brand identity, typography, font, graphic identity, colours, photography style, tagline).
  - To produce recommendations for a website re-design (we will be fundraising for a new website following this project).
  - To produce a design specification for supporting assets including leaflet template, site plan, letter heads, poster template and advert template.
- To commission an image bank of photographs to be used in new marketing materials. The cost of this is included within this tender. The museum to retain the copyright of all images produced.
- Tiverton Museum will retain full copyright for all marketing and branding materials created.
- All marketing materials must be fully accessible, and text to confirm to DDA guidelines and simple English standards.
- To ensure that Trustees, Staff and Volunteers are given training/development opportunities to have a better understanding of marketing and are equipped to undertake the actions in the Plan.
- Provide a list of suggested actions/equipment/materials needed to realise the marketing plan and implementation of new marketing materials.
- To provide a clear practical report with recommendations for achieving the above, identifying realistic targets and recommended methods of evaluating each element.

## 2 Selection Criteria

We require demonstrable understanding and experience in:

- Branding
- Marketing
- Previous HLF funded projects
- Team working with museum staff and other consultants
- Setting realistic targets and methods of project evaluation
- Strong report writing skills

## 3 Timetable

- Closing date for applications is 17/9/2018
- The candidates will be shortlisted by the Director and the Trustees.
- Interviews will take place between 1/10/2018 and 12/10/2018
- The work should ideally begin by 22/10/2018
- The report should be presented to the museum by 07/01/2019

## 4 Budget

The total amount available is £8,000 (including VAT). The tender costs should include travel and all other costs associated with the work.

Suggested payment will be 25% upon appointment, 50% for the first draft and 25% on receiving the final report and presentation

## 5 Proposal

Your proposal to undertake this project should include:

- Credentials for the company and all those who will have input into the work.
- Examples of similar projects undertaken.
- A methodology of how you propose to meet the requirements of the brief.
- A programme indicating how you would deliver the project and key dates for tasks.
- A costing breakdown.
- Details of two referees for whom you have done similar work.

Please email applications to Pippa Griffith, Director at [curator04@tivertonmuseum.org.uk](mailto:curator04@tivertonmuseum.org.uk). For an informal chat please contact Pippa on 01884 2566295.