

Project title

Digitising multilingual heritage

Project start date

01.01.2022

Project completion date

31.12.2022

Why does your project need to happen now? 500

The project is timely for four main reasons. First, the COVID-19 pandemic has sharpened the focus on digital technologies and the need to develop new platforms for remote learning and remote participation in creative cultural activities. It has also brought to the fore issues of inequality in connection with digital literacy and the need for more sustained inter-generational engagement with learning and with culture. As learning and cultural engagement have been shifted to the family setting as a result of the pandemic gaps across communities of various backgrounds have become obvious, both in the extent of cross-generation involvement in digital learning tools and in the extent to which family and community specific cultural heritage can be drawn upon to support learning. Our project seeks to create new pathways of inclusivity to engage audiences from a variety of backgrounds with digital tools in order to document heritage and to widen off-site, remote engagement with heritage, by building volunteer capacity. Second, the project is timely in respect to its focus on inter-community relations. These have become strained over the past few years in the aftermath of the Brexit referendum, with many people in minority and immigrant communities feeling hesitant to display publicly elements of their cultural heritage, in particular language. This has had a negative effect on the wellbeing of individuals and families. By involving volunteers from a wide range of communities we aim to make a contribution toward restoring cultural confidence and pride in multilingual heritage. Third, the year 2021 has been critical around events that have drawn attention to the world's climate emergency. Here too a more inclusive approach is needed in order to address disparities in the way in which communities have awareness of relevant issues, feel affected by them, and are able to be part of the discussion and contribute to ideas and solutions. Our project will equip volunteers with the skills to identify existing oral and material heritage including narration, stories, biographical testimonials and artefacts across multilingual communities which relates to the awareness of the environment, for example by comparing how environmental awareness is embedded into daily experience in the background countries prior to migration, and now, or by identifying how different languages capture expressions that relate to environmental experience. Finally, Manchester Museum is closing its doors in August 2021 for a year of major refurbishment. This is an opportunity to pilot and further develop new models of remote volunteering to engage with diverse

communities and to contribute digital content to a unique multilingual, interactive online platform. [420]

Is the project taking place at the same location as your organisation's address?

Yes

Describe your idea 500

The project will pioneer a new approach to remote volunteering, engaging volunteers from Manchester's diverse communities and beyond to contribute digital content to a multilingual, interactive online platform. Volunteers will acquire skills to identify and digitise objects using an array of digital technologies including image processing, video, sound recording and editing and the use of a variety of Unicode scripts to capture multiple languages. They will initially assess and provide feedback on the Multilingual Museum digital platform that was piloted in the summer of 2020. Based on that feedback they will help re-configure the platform to meet the needs of the remote volunteering activity, inaugurating a new sustainable pathway toward remote engagement. Guided by our experienced project staff, the volunteers will engage with audiences to digitise objects and compose interpretations in English and in their heritage languages, and to collect, digitise, and translate oral narratives and testimonies from multiple generations in heritage languages. These will also include regional and minority languages that are not usually written or standardised. The volunteers will receive training and support to develop written representations of those interpretations including, where needed, solutions to write regional and minority languages. We adopt a concept of 'storied translation', which means that interpretations will include participants' own personal comments on the objects, on the choice of linguistic forms and spellings, on the choice of translation (including the option of multiple as well as partial translations) and on the digitisation process itself. In this way heritage languages and the city's multilingual heritage will itself become an object of curation. Volunteers will engage both with the Museum's existing collections, including the new South Asia and Chinese Culture galleries, and with participants from their communities in order to identify and record objects. We will focus on the themes of migration history and of environmental awareness, with the aim of embedding inclusivity and in particular recognition of our multilingual society into discussion of climate emergency and environmental sustainability. As heritage we consider both cultural artefacts (from existing collections, and those identified by participants in the possession of families and communities), and oral testimonials including biographical narratives and traditional stories. Examples of the latter would be testimonials that compare engagement with the environment before and after migration, in the origin countries and in the UK, and in different life periods among different generations, as well as reflections on how different languages capture the environmental experience, for example through idioms, proverbs, stories, metaphors, or terminology that relates to the physical environment, seasons, seasonal celebrations and experience of nature. The digitised images, audio, video and speech transcriptions or content summaries will be curated through the online platform. Volunteers will become active curators, identifying, logging, and interpreting objects, and acting as

editors for crowd-sourced content, in particular for multilingual interpretations and comments (or 'storied translations'). They will create and maintain the country's (and as far as we know the world's) very first multilingual, crowd sourced online digital museum platform.

What difference will your project make? 500

The project will inaugurate a new sustainable format for remote digital volunteering, which can be replicated by other cultural institutions around the country. It will enable volunteers to acquire the skills to become co-curators of community heritage by collecting, submitting and managing digital content through an online platform. It will create the country's very first multilingual digital heritage platform, one that offers a new form of remote engagement with heritage while actively involving diverse language communities and attracting crowd-sourced contributions from diverse populations. In this way, the project will introduce a new approach to inclusivity, acknowledging and embracing the reality of today's multilingual society. It will raise awareness of multilingualism and language diversity; it will also raise confidence among populations who speak heritage languages of migrant background, and it will increase access and participation in the museum's exhibitions. The dialogic and interactive approach to 'storied translation' will introduce a new form of participation that has the potential to transform engagement with cultural institutions. In addition to curating heritage exhibits that speak to migration histories and environmental awareness, it will approach language diversity itself as heritage. By addressing heritage languages the project will encourage inter-generation dialog and cross-generation engagement with the digital platform, breaking engagement boundaries in connection with digital literacy and adding an age dimension to its inclusivity mission. By focusing on the theme of climate crisis and the environment and embedding those into the engagement with multilingual heritage the project will harness different language-based and cultural experiences of environment; this will help promote the need for inclusivity in pro-environment work and will establish new pathways to elicit contributions to the climate emergency discussion from communities representing a variety of backgrounds. By engaging members of Manchester's diaspora communities the project will also be in a position to develop transnational links and demonstrate the value of engaging groups and persons of multilingual backgrounds for international outreach. The project will make a lasting contribution to the local landscape of community cultural activities by building a community of volunteers of different age groups and supporting them in developing skills, fostering a long-term engagement network. Finally, the project acknowledges the digital divide across Greater Manchester and the following outlines how project staff will address potential digital poverty amongst participants: volunteers will engage with community members to identify content and objects for curation and support them in explaining the digital aspects and gaining online aspects; where such access is not possible from home volunteers and project staff will draw on an existing network of collaborating local libraries and community centres that have provisions for online access. In this way the project will provide further opportunities for engagement with local organisations and

widen interest and active participation in online resources and the development of basic digital skills. [462]

Why is your project important to your community? 500

Manchester is widely recognised as a linguistically diverse city. Some 40% of the city's residents are multilingual; research by the Multilingual Manchester group has shown that over 200 languages are spoken in the city and more than 50 languages appear on signs of commercial and other outlets. The city suffers from considerable deprivation and inequality. Manchester City Council reports that according to the 2019 Index of Multiple Deprivation (IMD), Manchester ranks 6 out of 326 local authorities in England, where 1 is the most deprived. A recent (October 2020) report by the Greater Manchester Independent Inequalities Commission addresses interacting and intersecting inequalities and mentions entrenched prejudices including structural racism as factors that withhold power and resources from diverse communities. The report identified Language as one of the 10 dimensions of demographic inequality. The COVID crisis has put a further spotlight on inequality among generations in regard to digital literacy, closely connected to language barriers. Older generations in migrant communities that have English as a second language are particularly prone to having limited access to the city's cultural assets, and are disproportionately disconnected to public discussions on current affairs including awareness of climate emergency and environmental sustainability and practical ways to tackle them at individual and community level. The project is important for the local community because it addresses a key issue of deprivation and inequality, seeking to create new pathways of engagement with cultural heritage for those who suffer most from inequality, and helping diverse communities gain confidence by showcasing their linguistic and cultural heritage and experiences of migration. By creating a network of volunteers from the city's diverse communities the project will expand the Museum's outreach to populations whose background, age and location in the city often constitute barriers to engagement with curated heritage, and barrier to awareness of key issues such as environmental sustainability. We will make a contribution to reducing barriers by linking volunteering to heritage languages, aiming to widen interest in volunteering and its appreciation in multilingual and in deprived communities; by widening interest in and engagement with digital approaches in these communities through the link with heritage languages; by offering remote engagement opportunities, overcoming barriers to physical access that affect groups of certain ages, ethnic backgrounds and residence areas disproportionately. The project will seek to transform what is now often seen as a deprivation factor – the use of languages other than English as family languages – into a source of pride. It will help empower diverse communities to take an active part in the curation of cultural heritage. The contribution of multilingual communities will also add a new dimension to the climate emergency discussion and will set a global model for inclusivity with the potential to transform the narrative in this debate. We expect the publicity around the project to inspire other initiatives in the city to explore new pathways of inclusivity in similar directions and in that way to make a

fundamental and long-term contribution toward transforming patterns of engagement in the local community. [499]

What measures will you take to increase positive environmental impacts and decrease negative environmental impacts? 500

As the world's first Carbon Literate museum – one situated within the university ranked as the world's best for action taken towards the UN's Sustainable Development Goals - Manchester Museum's commitment to building a more sustainable world is central to our core purpose. In response to the climate and ecological crises, we are urgently transforming how we support ecological thinking and action, build more sustainable futures, inspire post-pandemic green recovery in our city, and tell new narratives of hope and belonging.

Thanks to focus on digital engagement the project will involve minimal activities that might have a negative environmental impact. Even travel will be minimised and limited to local encounters with participants encouraged to use public transportation. The project will be embedded into the Museum's overall strategy to promote environmental sustainability and the project staff and volunteers will share a co-working community engagement hub with local climate action initiatives, prompting a permanent dialogue between these activities.

The project itself will tackle environmental sustainability head on by making it one of the two themes for digitisation of objects, alongside migration history. This theme will thus figure prominently in the discussion and training activities for volunteers and will be carried forward into the volunteers' own engagement with members of their communities, the search for objects and artefacts, the elicitation of narrative and testimonials, the translation and interpretation work and the crowd sourcing element to promote engagement with the online content.

The Museum has a key leadership role in supporting and catalysing cultural sector engagement with environmental action regionally (e.g. Director Esme Ward is Sustainability Lead, Manchester Cultural Leaders Group and co-convenor, with Manchester Arts Sustainability Team, of a Cultural Assembly to address climate/ecological emergency); and has just embarked on a new, nationwide partnership with Museum Development England and the Carbon Literacy Trust to accelerate the museum sector's ability to respond to the climate crisis. In its conclusion, this project will reach out to local, national and possible international initiatives seeking to build on the project and its digital platform to introduce a multilingual dimension to the climate emergency discussion. (346)

What will happen after the project ends? 500

The project's flagship output will be the Multilingual Museum Digital Platform which will be expanded following a community consultation and populated and managed by volunteers who will collect and curate digital objects and author and manage the interpretation and translation into heritage languages following the 'storied translation' concept. We will promote this platform locally, nationally and internationally, and set it up as a crowd sourcing social medium that will allow individuals and groups to register and add digital content in the form of images, audio, video, and text, including interpretation of objects, translations into further languages, and commentaries on both the interpretation and the language aspects of the translation. We plan for this to become a permanent resource, the first of its kind internationally, one that will break new ground in the area of remote engagement with cultural content, and multilingual outreach. We plan to bring the project's thematic focus on climate emergency and environmental sustainability to the attention of leading international organisations such as UNESCO (drawing on our contacts and in partnership with Manchester's UNESCO City of Literature initiative) with a view toward creating a network of multilingual platforms that will enrich global discussion in this area. In addition to the resource itself, the project will create a Toolkit that will document the entire process of volunteer recruitment and training, consultation and upgrade of the digital platform, and key themes and techniques in identifying, collecting, digitising and curating multilingual content. Within the lifetime of the project, in its final stage, we will promote the Toolkit to other cultural institutions nationally and internationally and will remain a point of contact for advice and consultation for the creation of similar platforms worldwide. We draw here both on Manchester Museum's reputation and existing international contacts and on the experience of the project's academic advisors whose Multilingual Manchester initiative was successfully replicated around the world in cities including Hamburg, Berlin, Moscow, Graz, Melbourne, London and Sydney. During the lifetime of the project we will formally launch the Manchester City of Languages initiative as a civic partnership that will bring together the museum, Manchester's UNESCO City of Literature initiative which includes the Manchester Metropolitan Museum's Poetry Library, and our group of academic advisors who will ensure that the new initiative can maintain and continue the legacy of the Multilingual Manchester group. As Manchester City of Languages we will continue to curate the Multilingual Museum platform and will explore further opportunities to build on it through community based projects that reach out to the city's multilingual communities and celebrate community heritage (for example by creating an app to record, annotate and display family language heritage). We also plan to organise an international conference for cultural institutions where we will share good practice in engaging with multilingual communities and multilingual content. We have already established links via our advisors with the Garage Museum of Contemporary Art in Moscow, the Victoria Immigration Museum in Melbourne and the Rubin Museum in New York City. [496]

Why is your organisation best placed to deliver this project? 500

Manchester Museum is widely recognised for its work with volunteers and for award winning projects such as 'In Touch and if: Volunteering for wellbeing'.

The project will provide the Museum with an opportunity to grow its digital volunteer community and connect audiences to its collections during a period of closure as we prepare for our capital project 'hello future'. It will help the Museum develop its expertise in digital volunteering and support its strategic aim of building understanding between cultures. It will also allow us to inspire and demonstrate the value of digital volunteering to other organisations via the online platform itself and the creation of a toolkit that will allow others to replicate it. The Museum's commitment to inclusivity has already been demonstrated by the launch of its Hello Future refurbishment programme, which will see the opening of two new galleries that represent the cultural heritage of minority immigrant groups – the South Asia gallery and the Chinese Culture and Belonging gallery. The Museum is the UK's first cultural institution to deliver on its commitment to de-colonising curation through the repatriation of objects to overseas indigenous communities. It is also the first cultural institution in the UK to launch a multilingual strategy through its Multilingual Museum portfolio of activities. These have so far included the hosting of UNESCO International Mother Language Day Events, the launch of multilingual tours, the introduction of language taster sessions as a contribution to staff welfare and development, the use of film to raise awareness of staff language skills, and the introduction of digital translations at one of its recent exhibitions (Beauty and the Beast, 2019). The project builds directly on the Multilingual Museum digital translation platform piloted in the summer of 2020 in response to Covid-19: During the lockdown the platform enabled audiences to engage with digitised objects from the 'Museum in Quarantine' collection and provide translations and interpretations in heritage languages of texts that accompanied those objects. We collected contributions in a variety of languages including Chinese, Arabic, Romanian, Russian, Romany, Tamazight, Polish, Turkish, Luganda, Persian, and more. The platform and the Museum's overall portfolio of multilingual engagement builds on past collaboration with the Multilingual Manchester research unit at the University of Manchester and will benefit from in kind contribution by the academics who founded and led that unit and who are specialists in linguistics and in translation and interpreting studies with links and expertise in Manchester's and UK's community languages. The Manchester location lends the project the perfect setting: The city has been widely celebrated as one of the most linguistically diverse in the UK and boasts a network of community groups and organisations as well as local authority and public service providers that have been collaborating for a number of years now to draw on the city's multilingual heritage to build bridges among communities (not least in the aftermath of the Arena bombing in 2017, when Manchester was referred to in press coverage as 'Britain's City of Languages'). [496]

How will your project involve a wider range of people? 300

The project will involve a wider range of people by targeting the city's multilingual communities, particularly those in areas of the city where there is a high deprivation index and a strong measure of inequality in access to cultural institutions, awareness of cultural heritage and of current discussions such as those relating to environmental sustainability and climate emergence,

and lower levels of digital literacy. It will do so by recruiting a core group of volunteers with the links, language and cultural skills to reach community volunteers. The project team will draw on existing contacts with a network of supplementary schools, individuals and community groups as well as EAL (=English as Additional Languages) departments in mainstream schools with whom we worked successfully during the pilot project in 2020. We will also draw on established contacts of many years in Manchester's network of local libraries who have been serving as hubs for multilingual exhibitions and events, and will target their audiences to recruit community volunteers and further to promote the project's activities. The project will furthermore make a concerted effort to engage cross-generational participation involving age groups that face particular barriers in access to digital literacy, cultural institutions and environmental awareness. By taking a multilingual approach and addressing multilingualism itself as heritage the project promises to trigger interest among diverse multilingual communities and in that way reach audiences that are less likely to engage with the museum and its exhibitions and activities. Through our engagement with the city's diaspora communities we plan to draw on their trans-local transnational links with communities of similar heritage in other locations and countries in order to widen the range of people involved remotely in our online platform.

Will your project achieve any of our other outcomes?

People will have developed skills 300

We will recruit a core group of volunteers who will participate in the project will develop skills to identify cultural heritage in the form of objects and oral traditions and narrations. They will receive a range of training and support from project staff as well as museum professionals to provide knowledge and understanding of collections care. External training will be delivered to equip them with the tools to collect oral histories, photograph objects and increase awareness on sustainability . They will acquire sensitivity toward heritage objects that are in possession of families and communities and represent family history and cultural traditions, as well as toward those objects that are already in possession of the museum's collections. They will acquire the skill to interpret those objects, and the skills to digitise them in the form of imagery, sound, video and links. They will also acquire skills to preserve language heritage by transcribing oral narratives including the ability to represent in written form vernacular forms of speech that lack standardised written tradition, and to reflect critically on methods to represent language, and on the concept of translation as the transfer of content from one linguistic context to another. Particular emphasis will be placed on skills to distinguish between professional translation and translation as a mechanism for exploring the world, play and personal growth, as well as skills and confidence to engage the wider population (non-linguists and non-translators) and share ideas around heritage and belonging. They will further acquire the skills to manage the digital platform, which will include curatorial skills applied to objects and editing skills applied to the management of digital content. They will have an opportunity to immerse themselves in the overall project, curating online collection of objects in their community and transferring skills of digital engagement to different age groups within their community. 290

People will have learned about heritage, leading to change in ideas and actions 300

The project will highlight two principal themes, taking a multilingual approach to both: Those engaging with the project and with the digital resource will have learned about migration history and the historical circumstances that led people to leave their place of birth and move to another country. This will promote awareness of modern day population movements and the transformations that they bring about for the individuals concerned, the communities that they leave behind, and the communities that they form and join in the destination locations, making a necessary contribution at a time when immigration is again a subjecting of debate that is dividing public opinion perhaps more strongly than any time in the past five decades. The second theme, that of climate emergency and environmental sustainability, will become accessible to a wider audience in an enriched format as people of different background have an opportunity to bring their own perspectives drawing on their own cultural and linguistic experiences. The project as a whole will address multilingualism as an overarching theme and those involved, whether as contributors or viewers of the online content, will have an opportunity to see their own linguistic heritage valued by others, and to learn more about the linguistic diversity of the local community. [211]

People will have greater wellbeing 300

Drawing on evidence of past projects we know that volunteering in heritage venues can have a positive impact on wellbeing, during *if: volunteering for wellbeing* 75% of participants reported a significant increase in wellbeing after a year. Recognising multilingualism and language diversity as heritage in its own right, including attention to regional and minority languages, will raise confidence and pride among members of multilingual communities who will see their language varieties acknowledged and archived as part of a public exhibition of heritage, in some cases for the very first time (as for example in the case of Romani and Tamazigh). The engagement with language heritage and migration history will offer an opportunity to enhance inter-generation communication around shared heritage contributing to the wellbeing of families in which different generations have been socialised in different locations and cultural settings. The opportunity to break barriers in accessing digital technology and in accessing cultural content from the museum's exhibition will contribute to the wellbeing of those who have not had the opportunity for such access, or only in a limited manner. [141]

The funded organisation will be more resilient 300

The project will support the Museum's programme to enhance inclusivity by opening up new pathways for co-curation, expanding its remote access options, creating a network of volunteers from more diverse communities and widening options for future engagement with these communities. It will strengthen Manchester Museum's position on the map of cultural institutions as a leader in inclusivity and a pioneer of multilingual engagement and remote engagement, widening networking opportunities nationally and internationally. The online platform will become a permanent showcase and will continue to attract crowd sources contributions internationally. Through the accompanying

Toolkit the museum will be in a position not just to inspire but also to train and instruct other cultural institutions to carry out similar projects in the future. The museum will be a founding partner in a new initiative, Manchester City of Languages, which will carry forward the commitment to inclusivity and continue to engage with communities and network worldwide. [153]

The local area will be a better place to live, work or visit 300
The project will make a lasting contribution to the local area by introducing a new public narrative of inclusivity around language diversity and multilingualism. It will make a contribution toward breaking accessibility barriers, inequality and deprivation. It will help boost the confidence and resilience of members of communities of migrant background and empower them to narrate and showcase their cultural and linguistic heritage in public, and to contribute through the lens of their own experiences to the public discussion on climate emergency and environmental sustainability. By bringing together people of diverse backgrounds and celebrating migration histories and heritage languages the project will also forge new interconnections between communities, including English only-speaking ones, by helping to sensitise English-only speaking communities to the notion of language as a source of pride and not a threat or solely an indicator of deprivation. [139]

How will your project be managed? 500

The project will be led by a part-time (50%) Project Manager with experience in community-based action research in multilingual environments and digital representation of language content. The Project Manager will be supported by a Community Outreach Assistant with background in education and community outreach and equally immersed in voluntary activities in multilingual communities. Both will bring with them familiarity with and contacts in Manchester's diverse communities and experience in engagement with the Multilingual Museum pilot digital platform. The team will also include a Curatorial Assistant who will liaise between the volunteers and the museum's collections including the new South Asia and Chinese Culture galleries, and a Web Development officer who will provide the project's technical support including aspects of accessibility, licensing, overall compliance and sustainability of the digital web resource, the project's principal output. The team will put together the recruitment and training plan for volunteers. It will lead on the consultation seeking community feedback on the current pilot version of the online platform and will decide together on the necessary adaptations, and will set and monitor project timetables. The Project Manager and Community Outreach Assistant will coordinate the work with volunteers and review the content of contributions and advise on the language aspects. They will accompany the editorial work carried out by the volunteers, draft and oversee the project's communications and events and promotions, and liaise with the project's academic advisors. The Curatorial Assistant will guide the volunteers and the project's management team through the museum's curatorial principles and methods, and facilitate access to the museum's

collections to allow the volunteers to select objects. The entire project team will support the digitisation process by equipping the volunteers with the relevant skills and access to equipment and technical solutions. The project will benefit from in-kind contribution from two academic advisors, Professor Yaron Matras (Linguistics) and Dr Rebecca Tipton (Translation and Interpreting Studies) who were the initiators of the Multilingual Museum pilot platform and are the authors of the 'storied translation' concept. They will advise on all relevant aspects of the project's strategy including the range of languages, implementing the concept of 'storied translations', promotion and international outreach. The museum's communications team and its volunteering team will provide further strategic, conceptual and logistic support. They will help promote the project to local communities, UK cultural institutions and local and national stakeholders. The project team will have weekly meetings, and will work with groups of volunteers on an ongoing basis. The academic advisors will join these meetings as frequently as feasible, ideally on a fortnightly or monthly basis. The project team will also have regular quarterly meetings with the museum's Head of Learning and Engagement and Curator of Community Exhibitions and Volunteer Coordinator, and will meet or liaise with the communications teams as the situation requires.

The core group of volunteers will comprise around 15 people. They will reach to an 'outer' group of around 80 volunteer contributors.

[486]

How will you evaluate your project? 500

Evaluation will be integral to the project and carried out by project staff experienced in delivering a range of evaluation. An evaluation plan will be developed by the Project Manager at the start of the project and we will closely follow guidelines outlined by the Heritage Fund. The evaluation plan will map out our objectives including expected activities, resources and planned outcomes and how we will monitor, evidence and review these

Some of the methods of data collection we may use in our evaluation are listed below:

- Participant demographics
- Collection of participant numbers / volunteer hours
- Staff survey: Survey with staff (not directly) involved in the project
- Stakeholder survey: Surveys with volunteers
- Stakeholder interviews: Indepth interviews with volunteers
- Stakeholder interviews: Indepth interviews with volunteers

- Community participant focus groups: Focus groups with community project participants
- Web user survey: Surveys with frequent and infrequent website users
- Partner organisation: External partners evaluation
- Project website: Google Analytics data

Our findings will be presented in an evaluation report, where we will provide insight into the project, what went well and learning for the future. To avoid any bias we will rely on our academic advisors to share key aspects of the evaluation with academic colleagues and practitioners and obtain their feedback.

We will evaluate success and progress against our original outcomes including:

- People will have developed skills
- People will have learned about heritage, leading to a change in ideas and actions
- People will have greater wellbeing
- The funded organisation will be more resilient
- The local area will be a better place to live and work
- We will have created a digital platform for future engagement and volunteering.
- A toolkit will have been created to allow other organisations to replicate and develop this platform

[257]

Tell us about any jobs or apprenticeships that you will create to deliver your project. If you plan to recruit a new member of staff to help deliver your project, including an apprentice, please submit a job description for that post. Please note: You must openly advertise all new staff posts, unless you are extending the hours of an existing member of staff or are moving an existing member of staff into the project post. 500

The project will recruit two staff members for two new and dedicated positions: The Project Manager will have a track record of community-based participatory action research in multilingual environments and knowledge and experience of digital representation of language content. They will also have experience in running short-term projects with a team of support staff and assistants to project plans and deadlines and experience in promoting community activities and liaising with city-based and international stakeholders for networking, events and other collaboration. The Project Manager will coordinate meetings of the project team, oversee schedules and deliverables, liaise with the museum's management in the areas of community outreach, volunteering, and communications, coordinate the project's external relations with local stakeholders such as the local authority, local libraries and

community groups, and be the principal contact for the project's academic advisors with responsibility for defining the focus of their input and ensuring in turn that their input is taken into practical consideration in the project's work. The Community Outreach Assistant will have a background in education and community outreach and experience in running voluntary activities in multilingual communities as well as compiling toolkits for community engagement with heritage languages. The Community Outreach Assistant will support the Project Manager in recruiting and training volunteers and will be the immediate point of contact for volunteer groups particularly in aspects that concern the identification of heritage language objects, narratives and testimonies. The Project Manager and the Community Outreach Assistant will together keep a record of activities and compile the project's final report as well as its toolkit. The project's Curatorial Assistant and Web Development Officer will both be recruited from among the museum's staff and their current roles will be extended to support the project. The Curatorial Assistant will work with the volunteers to facilitate access to the museum's collections of object and will also provide specialist input during the training and ongoing support in regard to methods of curation and interpretation. The Web Development Officer will draft the plan for an upgrade of the digital platform and its adaptation to the project's needs, and will provide the project with ongoing technical support including aspects of accessibility, licensing, overall compliance and sustainability of the digital web resource. [369]

Description of volunteers

The project will pioneer a new approach to remote volunteering, engaging volunteers from Manchester's diverse communities and beyond to contribute digital content to a multilingual, interactive online platform.

A core group of 15 volunteers will be recruited who will receive a range of training and support. from project staff as well as museum professionals to provide knowledge and understanding of collections care. External training will be delivered to equip them with the tools to collect oral histories, photograph objects and increase awareness on sustainability. This will enable them to acquire the skills to become co-curators of community heritage by collecting, submitting and managing digital content through an online platform.

Volunteers will engage both with the Museum's existing collections, including the new South Asia and Chinese Culture galleries, and with participants from their communities in order to identify and collect objects. We will address the themes of migration history and of environmental awareness, with the aim of embedding inclusivity and in particular recognition of our multilingual society into discussion of climate emergency and environmental sustainability.

Volunteers will develop skills to identify and digitise objects using an array of digital technologies including image processing, video, sound recording and editing and the use of a variety of Unicode scripts to capture multiple languages. They will initially assess and provide feedback on the Multilingual Museum digital platform that was piloted in the summer of 2020. Based on that feedback they will help re-configure the platform to meet the needs of the

remote volunteering activity, inaugurating a new sustainable pathway toward remote engagement. Guided by our experienced project staff, the volunteers will engage with up to 80 community volunteers to collect and digitise objects and compose interpretations in English and in their heritage languages, and to collect, digitise, and translate oral narratives and testimonies from multiple generations in heritage languages.

We anticipate this project will engage:

15: Co-curator volunteers

80: Community volunteers

1000+: Web users

x15 Co-curator volunteers

x80 Community volunteers

1000+ Web users