

Role Profile

This section provides key information relating to the role

Job Title:	Learning & Communities Officer		
Post No:	P00893	Grade:	F
Team:	Leisure, Community and Culture	Location:	Mill Green Museum and Welwyn Roman Baths
Responsible to:	Museum Curator/Manager		
Responsible for:	Learning Volunteers, Freelancers and Casual Guides		

Overall job purpose:

The overall purpose of the job is to develop and deliver the museum service's formal and informal learning offer, increasing access and engagement with our sites and collection through creating opportunities for all.

You will develop & deliver school workshop sessions at The Watermill, Hatfield and Roman Baths, Welwyn. You will also deliver family activities at both sites during school holidays and engage the wider community raising awareness of our historical and cultural service.

You will support the administration of booking, staffing and marketing these activities to local schools and community groups to be cost effective and generate income for the museum service.

Key areas of focus:

1.	Deliver on-site workshops primarily to Key Stage 1 and 2 school groups at Mill Green Museum & Mill and the Roman Baths, Welwyn.
2.	Organise and facilitate all school and group visits across both sites: liaise with schools, community groups and the Museum Curator/Manager to complete bookings, ensuring forms are completed accurately, and organising pre-trip visits as appropriate.
3.	Develop and deliver a programme of informal learning activities throughout the year – primarily but not exclusively focussed on family activities during school holidays and special event days - including producing materials as required.
4.	Market and promote the service's learning offer supported by the wider team, through proactive use of website and social media channels, building relationships with local education providers and providing content for external/print material as required.
5.	Work with the Museum Curator/Manager to develop and deliver outreach opportunities with schools and other community groups.

6.	Review, develop and implement the Access and Learning Policy and Plan as part of the service's wider Forward Plan and contribute to the museum's Accreditation standard.
7.	Actively work with the Museum Curator/Manager and wider museum team to develop innovative ways to increase access to learning through the service's school workshops, exhibitions, events, collections and facilities to ensure our service is as diverse and inclusive as possible.
8.	Work with the Curator and wider museum team to develop interactive learning activities for exhibitions and displays.
9.	Source and co-ordinate staff and volunteer support as required, building an effective learning support team.
10.	Ensure there is a high standard of customer care and quality of service for schools and other visitors of the Museum Service
11.	Assist the Curator/Manager in preparing museum project proposals and grant funding applications.
12.	Provide reports and statistics to the Museum Curator/Manager as required to assist with reporting.
13.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Good general standard of education including Maths and English	x		AP
Significant experience of teaching people of a range of ages and group sizes, both formally and informally.	x		AP/IN
Experience managing a team of staff and volunteers to deliver learning and engagement	x		AP/IN
Experience managing budgets and formal reporting, with some experience of fundraising		x	IN

Experience in developing policies		x	IN
Experience using all MS Office programmes	x		AP/IN
Knowledge			
Proven knowledge of current practices of teaching within a school or museum environment	x		AP/AS/IN
Proven working knowledge of National Curriculum and lifelong learning aims of museums	x		AP/IN
Skills and abilities			
Ability to demonstrate a positive attitude to customer service	x		IN
Ability to prioritise work, co-ordinate activities and meet to agreed deadlines.	x		AS/IN
Ability to manage teachers' expectations and communicate effectively with stakeholders and colleagues.	x		IN
Excellent interpersonal and oral/written communication skills	x		AP/IN
Other attributes			
Ability to regularly lift tables, chairs and resource objects to set out learning sessions and activities	x		IN
Willingness to work flexibly with weekends and evenings	x		AP/IN
To hold a current and valid driving licence in the UK and to have use of a motor vehicle for business purposes		x	AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.