



Job Description and Person Specification

Job Title:	Learning and Engagement Officer	
Post Number		JE Ref: GT
Post Number:	P1082	
Grade:	Grade 6 (SCP 24 to 28)	
Other Payments:		
Job Family	Technical and Professional	
Service:	Commercial and Development	
Progression:	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week:	37 hours	
Accountable to:	Audience Development Manager	
Date created/ reviewed:	6 th August 2020	

JOB DESCRIPTION FOR LEARNING AND ENGAGEMENT OFFICER

Job Purpose

To develop and deliver a learning programme across our museum sites that contributes to building our audiences and their understanding of our collections and the locality.

Accountabilities

1. Manage staff, resources and budgets to deliver formal learning, informal learning and improved access across St Albans Museums
2. Lead the development of a Learning Strategy which contributes to audience development targets and external funding activity plans as appropriate
3. Develop and monitor learning resources, activities and programmes for schools, colleges, universities and other formal learning visitors at all sites across a range of media, ensuring that they are on a par with current best practice and meet income targets
4. Develop and monitor learning resources, activities and programmes for families,

communities, adults and other informal learning visitors at all sites across a range of media, ensuring that they are on a par with best practice and meet income targets
5. Develop a programme of new activity for formal and informal audiences, including talks, workshops and courses to meet income targets
6. Provide professional advice for exhibitions and activities by attending the Curatorial Consultation Group, with a focus on schools, families and groups who face barriers to participation and work with the Community Engagement team to identify opportunities for engaging with the community in our target wards
7. Monitor and evaluate the learning programme effectively using appropriate evaluation frameworks and acting upon feedback accordingly and proactively and with external consultants as necessary
8. Maintain financial records and performance indicators to provide regular, accurate and comprehensive information as required
9. Identify external funding sources and prepare or contribute to the preparation of bid applications to support the delivery of projects
10. Undertake consultation on the museums' learning programmes with a wide range of formal and informal audiences to review and identify new opportunities, partnerships and programme changes as required and on an ongoing basis
11. Liaise with teachers, community and public service provider networks to promote our learning programmes
12. Supervise the NLHF Assistant Learning and Interpretation Officer for remainder of grant project
13. Supervise, recruit and support the museums' casual teaching team, monitoring their work and delivery on an ongoing basis
14. Ensure appropriate checks for all staff and project workers through the Disclosure and Barring Service, liaise with SADC's Child Protection team to ensure museum staff are updated on Safeguarding Best Practice on an ongoing basis and act as the museums' point of contact for reporting safeguarding concerns
15. Develop and maintain an excellent understanding of best practice within the museum learning community and raise the profile of the work of St Albans Museums within it
16. Carry out any other duties appropriate to the post and in line with the needs of the service

Demands

<p>PHYSICAL DEMANDS</p> <ul style="list-style-type: none"> ▪ Ability to manage own workload and that of the team. ▪ Ability to use own initiative to manage and resolve issues/problems which may require the reprioritisation of workload.
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- Ability to work independently and act on own initiative to a senior level. (Regularly)

MENTAL DEMANDS

- Ability to conduct the duties of the post whilst dealing with regular interruptions and conflicting priorities.
- Ability to deal sensitively and appropriately with political pressure. (Regularly)
- Ability to manage a multi-disciplinary team

EMOTIONAL DEMANDS

- Ability to be resilient and deal with dissatisfied customers that are emotional and intimidating
- Ability to be resilient and deal with difficult internal and external stakeholders

Working Conditions

Museum based, with visits to community groups and events.

Other Employment Requirements

This job may be suitable for home working.

ROLE SPECIFIC PERSON SPECIFICATION – LEARNING & ENGAGEMENT OFFICER				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	• Educated to degree level or equivalent	X		A, D
Q2	• Learning qualification or relevant experience	X		A, D
Knowledge				
K1	• Sound working knowledge of the National Curriculum and other formal learning frameworks and agenda as well as lifelong	X		A, I

	learning aims for museum and arts education			
K2	<ul style="list-style-type: none"> Have an understanding of the current issues in the museum and arts learning sector 	X		A, I
K3	<ul style="list-style-type: none"> Commitment to, and a clear understanding and application, of the issues related to equality of opportunities 	X		A, I
K4	<ul style="list-style-type: none"> An excellent understanding of access and social inclusion policies 	X		A, I
K5	<ul style="list-style-type: none"> Awareness of a range of funding sources 	X		A, I
K6	<ul style="list-style-type: none"> Understanding of the potential and application of online learning 		X	A, I
K7	<ul style="list-style-type: none"> Have or be prepared to develop a good knowledge of the history of the St Albans & District 		X	A, I
K8	<ul style="list-style-type: none"> Have or be prepared to develop a good knowledge work by new and emerging artists 		X	A, I
K9	<ul style="list-style-type: none"> Awareness of and experience of using a range of social media 		X	A, I
Experience				
E1	<ul style="list-style-type: none"> Experience of managing museum learning programmes 	X		A, I
E2	<ul style="list-style-type: none"> Experience of managing people 	X		A, I
E3	<ul style="list-style-type: none"> Experience of managing budgets and resources 	X		A, I
E4	<ul style="list-style-type: none"> Substantial experience of devising learning programmes and activities and of writing and/or producing learning materials (print and/or web based) for a variety of audiences 	X		A, I
E5	<ul style="list-style-type: none"> Good working knowledge of MS OFFICE suite and WINDOWS applications 	X		A, I
E6	<ul style="list-style-type: none"> Excellent organisational, motivational and interpersonal skills 	X		A, I
E7	<ul style="list-style-type: none"> Able to demonstrate initiative in developing new products and activities 	X		A, I
E8	<ul style="list-style-type: none"> Ability to manage a demanding workload with many varied deadlines and priorities 	X		A, I
E9	<ul style="list-style-type: none"> Excellent communication skills and the ability to represent the museums at partner and stakeholder meetings and with individuals at all levels 	X		A, I

E10	<ul style="list-style-type: none"> Experience of working with external sponsors and funders as well as preparing funding bids and applications 		X	A, I
E11	<ul style="list-style-type: none"> Experience in commissioning learning resources and in marketing learning programmes 		X	A, I

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification here on our website

<https://www.stalbans.gov.uk/job-families>