



Job Description

Job Title: Learning Officer
Reports to: Visitor Experience Manager
Hours Worked: Full time – 37 hours/week including evenings, weekends and bank holidays as required.

The Clifton Suspension Bridge Trust is looking for a Learning Officer to join our dedicated team at the Bridge. The Trust is responsible for the running and maintenance of the iconic Clifton Suspension Bridge and in providing Visitor Services in the form of a Visitor Centre, Tours and School visits.

The Learning Officer is responsible for the development and delivery of formal and informal learning activities including public tours, schools' education programmes and family activities - both at the bridge, digitally and off-site. The Learning Officer will work with teachers and partner organisations to develop high-quality experiences and liaise with schools and groups to create activity programmes.

The Learning Officer is supported by a team of Learning Facilitators, who are trained to deliver the on-site programme.

The post includes booking and delivering tours of the bridge outdoors in variable weather conditions, working underground and use of ladders.

The role involves the individual being based full-time at the Visitor Centre in Leigh Woods.

Job Responsibilities

1. Manage formal and informal educational bookings
 - Discuss the needs of schools/groups visiting the bridge with teachers/leaders to create tailored educational experiences
 - Coordinate the delivery of learning programmes, including preparation of workshop materials and briefing staff beforehand
 - Collect feedback from schools to facilitate successful and positive experiences, encouraging repeat engagement
 - Act as Safeguarding Deputy
2. Recruit, induct, assign and conduct annual reviews for Learning Facilitators
 - Ensure Learning Facilitators have the necessary training and paperwork (e.g.: DBS, safeguarding) in place to deliver tours and educational sessions
 - Assign Learning Facilitators (including producing staff rotas and submitting timesheets)

3. Develop formal and informal learning resources (such as web content and schools' packs) and lead on delivering on and off-site learning programmes for all ages and backgrounds
 - Work with teachers, schools and partner organisations to develop high-quality formal and informal learning experiences relating to the National Curriculum or other schemes of learning
 - Lead on the delivery of Underground Vaults Visits for family audiences
 - Attract new and diversified audiences through the development of targeted programmes in subjects such as history, maths, art, science and engineering
 - Work with the Archivist to establish an ongoing programme of public engagement activities and lead on a programme of family workshops and events
 - Establish and mentor work placements and encourage tertiary research projects
 - Produce, maintain and review Risk Assessments specific to learning and engagement activities
4. Maintain and build new education and outreach partnerships
 - Network and build partnership links with Bristol's organisations, institutions, service providers and communities
 - Build and maintain relationships with grant funding bodies and generate and coordinate income to develop new programmes
 - Maintain high standards of delivery through membership of award schemes such as Learning Outside the Classroom
 - Monitor developments in science communication, school curriculum and the STEM community
 - Represent the Trust across the city at relevant professional and public gatherings
5. Be accountable for own development seeking out opportunities to learn new skills
 - Participate in training and professional development to ensure the programme is relevant and tailored to meet the needs of target audiences and visitors of all abilities
 - Manage work experience or internship placements, overseeing a programme of developmental workplace activities for children and young people.
6. Other general duties as required
 - Day-to-day running of the Visitor Centre (cover volunteer breaks/be in on time to open up and lock up)
 - Set up furniture and resources
 - Provide emergency out-of-hours assistance and support to Supervisor and volunteer team
 - Deal with general enquiries - email and telephone
 - Any other duties as reasonably required.

Job Skills & Qualifications

The successful candidate will be a confident and organised early career professional with an aptitude for the English language and a creative background who may have already worked or volunteered as an educator in Bristol.

Required

- Teaching qualification - BEd, PGCE or equivalent, and/or demonstrable experience of delivering education programmes across a broad range of subjects
- Professional experience within the cultural sector
- Proven track record of creating and developing learning packages and programmes
- Experience of supervising a small team
- Good communicator – written and oral
- Excellent team working, communication and organisational skills
- Experience of using digital tools; in particular Word, Canva, Zoom and Google sheets
- Knowledge of health and safety best practice at work
- Driving Licence

Preferred

- PGCE or equivalent
- Interest in Museums and Heritage
- Experience developing STEM learning activities
- Experience of managing small project budgets
- Knowledge of relevant legislative requirements relating to the role

Mandatory

- DBS Certificate – all new employees will require DBS Checks