

Job Description

Job Title	Learning Officer (full-time)
Department	Learning
Reporting to	Formal Learning Manager

Summary

The Learning Officer will assist with the development and operational delivery of the Museum's learning programme for schools, families and adults to inspire learning, creativity and enjoyment for all.

Working with the support of the Formal Learning Manager, you will be responsible for developing and delivering new programmes, events and resources for existing and new audiences with an emphasis on our popular and successful family learning provision.

You will effectively manage our volunteer team who assist with the delivery of formal and informal activities and provide support with administrative duties including the evaluation of activities and programmes.

You will play an important role in delivering the strategic ambitions as outlined in the Museum's 2018 *Mission and Vision* statement, particularly our core aim:

‘To build a reputation as a leading venue for children’s learning in Cornwall’.

Job Role

Informal Learning Programme (typically 3 days per week):

- Plan, deliver and evaluate an annual family learning programme for the school holidays, built around the high-quality and high-capacity provision of free, drop-in ‘make and take’ craft activities.
- Plan, manage and deliver an innovative programme of special free and paid-for family learning events throughout the year, for example ‘pop up’ planetarium and theatre shows, live music and story-telling performances, workshops and science demonstrations.
- Liaise with and provide on the day support to creative and freelance learning specialists and performers.
- Expand the reach, expertise and capacity of the family learning programme through greater partnership working with local, regional and national organisations and specialist providers.

- Develop and maintain close working partnerships with other community organisations and informal learning providers.
- Produce and evaluate learning resources for the Museum's galleries, including activity trails, explorer packs and materials for the Museum's 'art ship' creative drop-in resource.
- Be proactive in the evaluation and further development of the Museum's family activity programme providing feedback and suggestions; research and produce new craft activities for the family learning programme.
- Co-deliver the Museum's sleepover programme for schools and wider informal learning groups and audiences, including Scouts, Brownies, youth and special needs groups.
- Liaise with the Visitor Services team to ensure the family learning programme complements and enhances the gallery animation provision of talks and demonstrations.
- Assist with the promotion of the family learning events in line with the Museum's marketing plan, including activities to promote new exhibitions and relevant local and national initiatives.

Formal Learning Support (typically 2 days per week):

- Support the Formal Learning Manager with the development, planning and delivery of our formal learning programme, providing a high standard of customer service and learning content.
- Take a lead in the direct delivery of formal workshops and activities, with the guidance and support from the Formal Learning Manager.
- Coordinate the day-to-day delivery of the formal learning workshops targeted at primary and secondary schools, working closely with our team of learning volunteers.
- Assist with the development of creative and inspiring school sessions and programmes for both taught and self-guided visits which support the National Curriculum.
- Responsible for the setting up and clearing away of the activity or workshop, ensuring that all necessary equipment and preparations have been organised for the workshop in good time.
- Assist with the evaluation of our workshops by ensuring that feedback has been provided by the teacher or group leader; consult with schools in the development of new workshops and programmes and promote such events to current and potential users.
- Review, develop and maintain the schools bookings database; liaise with teachers and others, dealing with enquiries relating to the learning department.
- Assist with the development and delivery of high quality targeted activities for home educators.
- Support the Museum's Art Club sessions, held twice monthly in partnership with Age Concern, liaising with the learning volunteers who assist with these sessions.
- Coordinate and support the Museum's 'Minnows Tales' early years programme, a weekly story-based session for pre-school children and parents, supervising and liaising with the learning volunteers who deliver these sessions.

- Assist with the development and delivery programme for adult learners, which could include talks, culture events, working closely with the Visitor Services team as well as external partners.
- Deputise for the Formal Learning Manager when required.

General:

- Supervise, coordinate and motivate the volunteer team to ensure smooth operational running of formal and informal learning activities, including participation at team meetings, leading on practical training sessions.
- Update the learning information on the Museum website, as and when required.
- Monitor participation of audiences and support in the evaluation of learning activities as and when required.
- Assist with general learning team administrative tasks that are relevant to this role; liaising with external providers or services for particular learning events, or liaising with colleagues to ensure the smooth day-to-day operation of the learning programme.
- Ensure that all learning materials and equipment are ordered, prepared and stored in a neat and tidy manner in readiness for school workshops and informal family activities.
- Maintain learning spaces and environments and updating learning materials as and when required.

Competencies

Essential

- Enthusiasm for heritage and museum learning with a willingness and desire to work with a wide range of formal and informal learning audiences
- Proven experience of working with family audiences in informal learning environments
- Excellent people management and interpersonal skills; ability to communicate with a range of diverse audiences
- Excellent team working skills; strong team player
- Creative and innovative; ability to work creatively to a deadline and within budget restraints
- Ability to develop creative and innovative practical learning activities and resources
- Ability to work on own initiative, motivated and flexible
- An understanding of the importance of evaluation and the willingness to adapt and respond to feedback
- An awareness of health and safety and child protection issues as they relate to audiences in a museum setting
- Highly organised, able to plan, to prioritise and meet deadlines
- Excellent verbal, written and presentation skills
- Flexible approach to working hours, as some weekends, evenings and bank holiday working will be required
- DBS certificate, or prepared to apply for one (cost will be covered by the Museum)
- Competent IT skills including, Word, Excel and Outlook

Desirable

- Experience of coordinating and delivering successful informal and formal learning activities in a museum/heritage environment
- Knowledge and understanding of the museum sector including the learning provision for primary, secondary and family audiences
- Have studied to a degree level in a relevant subject area or equivalent
- Experience of teaching, preferably in a museum or heritage environment, knowledge of learning approaches and methods
- Ability and/or experience to coordinate and motivate a volunteer team
- Experience of liaising and coordinating freelance learning specialists and performers
- Working knowledge of Photoshop and Publisher
- First Aid Qualification or the willingness to undergo training