

Job Description

Job Title	Family Engagement Assistant
Department	Learning
Reporting to	Deputy Director and Head of Programming
Placement date	14 July 2025 to 6 September 2025 – eight weeks 10 additional days after the initial placement, by agreement, to support formal learning
Hours	18 hours per week (3 days)
Funder	The Fairwind Trust

Summary

We are delighted to be able to offer this exciting placement opportunity for a Family Engagement Assistant to work with our Learning team during our busy summer season, due to the generous funding of The Fairwind Trust.

The Family Engagement Assistant placement aims to address the key barrier to any person gaining a job within the heritage sector, a lack of paid experience. In this respect, the placement will provide invaluable experience, knowledge and transferable skills to someone at the start of their career. We would like to support someone who has not previously had paid work within museums but has an interest and career aspiration of working with children, family audiences, or community groups.

The Family Engagement Assistant will work closely with the Museum's experienced learning team, who will help to widen their knowledge and experience about the field of museum learning and provide guidance for professional development.

The Museum offers a variety of engaging activities for children and families during holiday periods. During the placement period, we will be offering our 'make and take' art and craft activities, a trail, and a daily dance and theatre pop-up show called WIPEOUT.

These activities aim to make learning fun and accessible for young visitors, encouraging exploration and discovery. Working with the team to support our programme would benefit someone who wishes to embark on a career in the museum sector, or to become a teacher, Early Years Practitioner, or Nursery Assistant.

Job role:

Family Activities:

Working with our Creative Engagement Officer, you will support with the delivery of our informal learning programme:

- Help to deliver the Museum's popular family learning programme over the summer holidays which will include the supervision and co-delivery of 'make and take' drop-in craft activities for families.
- Respond to all visitors in an open, friendly and helpful manner, and to maintain a high standard of customer service in the delivery of all activities.
- Set up, clean and clear away all equipment and materials for activities and to report when equipment and materials need replacing or repairing.
- Produce and display interpretive materials for the family learning activity area.
- Take an active role in the evaluation and future development of the Museum's 'drop-in' family activity programme, reporting feedback, suggestions and improvements.
- Create an activity with a long-term outcome for the Museum, such as designing a boredom buster activity for the summer queues, for example, a paper fortune teller with activities related to the Museum.

Art Programme:

Working with our Cross Arts Programming Officer, you will gain valuable experience of supporting the delivery of arts events at the Museum, with hands-on experience within the Visitor Experience team.

- Support the delivery of the arts programme of events over the summer, including the production support for the WIPEOUT dance show.
- Assist with welcoming audiences to the performance space, being a friendly and warm point of contact for them before and after the show.
- Offer practical assistance to the show delivery (putting out seat cushions and benches for the show and storing them away after).
- Capture feedback from the audience about the show.
- Support the Visitor Experience team in their work managing visitor flow on busy days.

Formal Learning:

After the initial placement period, you will have the opportunity to work with our Formal Learning Manager, observing and supporting with the delivery of our formal learning programme:

- Check and prepare any necessary equipment and materials for all workshops.
- Set-up and pack away materials and equipment before and after each workshop.
- Support and co-deliver hands-on learning activities for groups, ensuring the activities are engaging for pupils and deliver agreed learning outcomes.
- Adapt style and method of delivery according to the age and learning abilities of the school group (training will be provided).
- Represent the Museum to school groups in a positive manner and ensure that they receive a high standard of customer care at all times.

Visitor Experience:

There will be an opportunity to support the Visitor Experience team, as and when required:

- Welcome visitors, engaging and interacting positively with visitors of all ages, providing assistance and directions where necessary.
- Invigilate the gallery providing additional protection and security of our exhibitions and displays.
- Engaging with visitors in a friendly and approachable manner as they are waiting in the queue.

General:

- Liaise with colleagues in other departments of the Museum, as required.
- Work flexibly to meet the requirements of the Learning team, which will involve some weekend working.
- Carry out any other tasks that may be assigned to you in line with this role.

Presentation:

At the end of your placement, we would like the Family Engagement Assistant to produce, in a format of their choice, a reflective summary of their learning during the work placement. This can be in the form of a video, portfolio of work, presentation, or reflective journal, which will then be provided to the funder, The Fairwind Trust, and members of staff from the Learning team.

Competencies

Essential

- An interest and career aspiration of working with children and family audiences
- Enthusiasm and willingness to learn
- Excellent communication skills
- Good interpersonal skills, confidence to interact with members of the public
- Creative and practical, with a 'can do' attitude
- Ability to work as a member of a team
- Initiative and the ability to work independently
- Conscientious, detail-oriented with excellent organisational skills
- Must be willing to work with a diverse team including staff, volunteers, children and families
- Flexible approach to hours, to be prepared to work weekends and bank holidays
- Able to fulfil the dates of the placement