

Job Description

Job Title	Learning Assistant (casual)
Department	Learning
Reporting to	Creative Engagement Officer
Hours	Various; covering a seven-day operation during school holiday periods - casual contract

Summary

The Learning Assistant, as part of the Learning Team, takes responsibility for the daily operational delivery of the Museum's creative learning programme during school holiday periods.

The postholder will coordinate the preparation of resources, materials and the learning space, manage the day-to-day administration associated with the programme delivery, and ensure the activities are delivered to a high standard.

The Learning Assistant will oversee the smooth running of the activities, provide support to the volunteer team and act as a key point of contact to ensure a safe, engaging, and well-organised visitor experience.

Job Role

Informal Learning Programme:

- Responsible for the operational delivery of the Museum's popular family learning programme, 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 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; ensuring an adequate supply of equipment and materials are maintained.
- Ensure the 'make and take' area is prepared in advance and attractively presented.
- Ensure that all learning materials and equipment are prepared and stored in a neat and tidy manner in readiness for the 'make and take' activities.

- Ensure there are sufficient learning resources for the Museum's galleries, including activity trails and materials such as colouring sheets, stickers, pencils, etc.
- Provide support to the volunteer team to ensure smooth operational running of the 'make and take' activities, ensuring they are provided with sufficient breaks during the session.
- Maintain learning spaces and environments and updating learning materials as and when required.
- Coordinate the preparation of 'make and take' resources and materials, as and when required.
- Adhere to the Museum's Policies and Procedures, including our Health and Safety Policy and Safeguarding Policy.
- Assist with the evacuation of visitors in an emergency situation.

Competencies

Essential

- Enthusiasm for heritage and museum learning with a willingness and desire to work with informal learning audiences.
- Previous experience of working/volunteering with families or children, whether this is in an informal learning environment or a school/learning establishment.
- Excellent people management and interpersonal skills; ability to communicate with a range of diverse audiences.
- Excellent team player.
- Ability to work on own initiative, motivated and flexible.
- Good organisational and time management skills to complete work task effectively.
- Flexible approach to working hours, and a willingness to work weekends and bank holidays, as and when required.

Desirable

- Experience of coordinating and delivering successful informal learning activities in a museum/heritage environment.
- First Aid Qualification.

Hours

- Casual hours throughout the year, which will include some weekends, and bank holidays during school holidays on a casual hourly basis.