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| Culture Coventry Logo RGB (2)  **Culture Coventry** | |
| **JOB DESCRIPTION** | |
| **Post Title:** | **Learning Officer (Families)** |
| **Department:** | **Audience Engagement** |
| **Reports To:** | **Director of Audience Engagement** |
| **Job Purpose:** | * To work with the Director Audience Engagement and other team members to develop and deliver family learning initiatives based on the collections and exhibitions of Culture Coventry Trust. * To deliver school sessions. * To be an ambassador of Culture Coventry’s vision through positive engagement with visitors, ensuring they gain a full appreciation and enjoyment of Coventry’s rich history through our collections. * To work collectively and collaboratively with the local community, visitors, volunteers and other key stakeholders to ensure all our sites are key lifelong and creative learning establishments. * To care for the collections at Culture Coventry’s sites and commit to ensuring they are displayed in ways that are engaging for our visitors. |
| **Primary Responsibilities:** | **Development of a resilient and sustainable family programme**   * To contribute to the development of the audience and engagement policies and strategies in consultation with external and internal partners; liaising with local and regional family support services to create an accessible, engaging and dynamic family offer for all sites and venues within the Trust portfolio. * Using a range of techniques and materials, create and deliver a wide range of activities and events linked to the Trust’s exhibitions and collections to engage new and existing family audiences. * To work with colleagues to increase the resilience and sustainability of the Trust’s audience engagement activity through developing further opportunities to increase income from all family learning engagement. * To keep abreast of initiatives in the wider sector, engaging in specialists projects were necessary and appropriate; sharing and developing practice with team members and other colleagues. * To create case studies and articles for sector specific journals to raise the profile of the Trust and the award winning work it has become known for.   **Functional responsibility**   * To collect and record data; reporting quarterly to the Director of Learning and Engagement in order to effectively respond to visitor demands and trends. * To employ, train and supervise facilitators and sessional workers as and when the need arises. * To work with relevant departments to identify appropriate family engagement opportunities for informal learning programming. * To work to a delegated budget under the guidance of the Director Audience Engagement. * To represent the service through talks, presentations for groups, sector CPD, conferences and network meetings. * To support the Learning Officer (schools) in delivering a high quality schools engagement programme. * In conjunction with the Marketing Department, produce learning material that supports the service offer, using available forms of media. * Supervise students, volunteers, helpers and work experience placements as appropriate. * To support the Director of Audience Engagement in investigating external funding, revenue or commissioning opportunities in order to maximise the funding opportunities for the service. * To undertake training to ensure a best practice delivery of a quality service.   **Organisational responsibility**   * To demonstrate the Trust’s values and behaviours at all times to ensure we treat each other and our customers with dignity and care. * To work collaboratively with colleagues across all sites to foster a professional and supportive environment that clearly shows we are united. * To take pride and ownership in setting new standards and new ways of working that support and increase and build our resilience as business for the future. * To support the delivery of the Trust’s financial objectives and growth agenda, by always looking at ways we can maximize opportunities to grow our audience and generate income. * To put the customer at the heart of all decisions and actions, to ensure we deliver exceptional customer experience at all times. * To represent Culture Coventry on all appropriate local, regional, national and international forums, workshops, events, reviews and consultations relevant to this post. |

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| **Other Duties** | * At all times ensure that working practices are in line with the requirements of Culture Coventry’s Health and Safety Policy and generally seek to ensure the safety of Culture Coventry’s employees and visitors, including in the event of an emergency evacuation. * To support the remainder of the Culture Coventry team when required for conferences, gallery openings and any other events over and above the normal day-to-day running of the museums ensuring that commercial opportunities are maximised. * To actively engage with any special projects or builds and annual events / large public festivals that may occur from time to time over and above the normal day to day running of the museums ensuring that all commercial opportunities are maximised. * Any other duties that fall within the scope and spirit of the post |
| **NB. The nature of the post may require a commitment to Culture Coventry Trust outside of normal working hours (e.g. weekends, evenings, Bank Holidays, etc.). Time-in-lieu will be granted for such hours worked.**  Dependant on your role, a driving licence may be required to ensure the most efficient contact with external bodies and support Culture Coventry Trust’s external events policy.  Post holders will be accountable for carrying out all the duties and responsibilities with due regard to the Charitable Trust’s Health and Safety and Equal Opportunities Policies.  Duties, which include processing of any personal data, must be undertaken within the corporate data protection guidelines | |
| **Please note**:   * The **black wording** within this document details your individual role requirements and responsibilities, which you will be expected to demonstrate and achieve in the performance of your role. * The **green wording** outlines core behaviours, requirements and responsibilities that are expected of all employees within the Trust. This has been included in all job descriptions to ensure that everyone shares a common purpose to ensure we achieve our vision and live our values. | |

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| **PERSON SPECIFICATION**  Assessment for recruitment requirements and competencies | |
| **Aptitudes / Skills / Abilities** | **Essential**   * A broad range of teaching skills. * An ability to enthuse and inspire visitors of all ages, capabilities and backgrounds, within a variety of contexts (i.e. school visits, family workshops, talks and tours). * Highly organised with good planning skills. * A proven ability to develop collection and exhibition focused programmes and activities to engage new and existing audiences. * To work well under pressure and manage own and others workload. * Customer focused with the passion and ability to identify customer audiences, understand their specific requirements and place them at the heart of everything the Trust does. * Excellent communication skills both face‐to‐face and in writing * Self‐motivated with the ability to take the initiative * A team player with an approachable manner * Sensitive to the different cultural backgrounds of Coventry’s diverse communities and a commitment to equal opportunities practice both at work and with customers. * A flexible approach to work with the willingness and ability to work outside standard hours on occasion. * Good IT skills and proficiency in Microsoft Office applications * Readiness to work with people and the ability to respond to differing needs, e.g. disabled, children, diverse cultures and differing levels of understanding.   **Desired**   * Demonstrable interest in and enthusiasm for the arts and heritage sector * A background in a culture/ leisure type of environment |
| **Knowledge And Experience** | **Essential**   * An understanding of the current arts and cultural engagement sector landscape and the role the Trust can play in providing high quality learning experiences. * An understanding of the learning needs of all age groups and the ability to respond to specific learning needs using a range of differentiation techniques when working with mixed ability groups. * An experience or knowledge of working with visitors with a wide range of capabilities. * Demonstrate at least 3 years’ experience working in the heritage sector within a learning context. * Knowledge of sector evaluation framework and experience of implementing creative evaluative processes. * An ability to build and work with a wide range of partners. * An understanding of the importance of equal opportunities and its particular relevance to this post and the delivery of services to professional and community clients. * Experience in delivering a proactive and high level of customer experience * A background in a culture/leisure type of environment   **Desired**   * Identifying, generating and managing external funding. * A good level of understanding of industrial history, coupled with a recognition of Coventry’s place in that history |

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| **Education and qualifications** | **Essential**   * Evidence of GCSE Maths and English at Grade C or above * Evidence of a first degree or equivalent professional qualification   **Desired**   * Evidence of post formal educational development would be an advantage |
| **Special Requirements:** | * A willingness and ability to work occasional weekends and evenings. * This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure may be required prior to appointment. * A clean driving license may be required dependent on your role to fulfill the requirements of the post |