|  |  |
| --- | --- |
| Culture Coventry Logo RGB (2)  **Culture Coventry** | |
| **CASUAL WORKER ROLE DESCRIPTION** | |
| Post Title: | **Learning Assistant (Sessional Delivery)** |
| Department: | **Audience Engagement** |
| Under supervision of: | Learning Offiers and School Project Manager |
| Role aim: | * To help deliver facilitated schools learning sessions and family learning workshops for visitors across Culture Coventry’s sites (principally Coventry Transport Museum, the Old Grammar School and the Herbert Art Gallery & Museum)   All staff, casual workers and volunteers are also required to:   * 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 help us 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. |
| Responsibilities: | **Sessional Delivery**   * Work with other team members, external specialists and volunteers to help deliver high quality learning experiences for schools and families * Deliver learning sessions to schools on a sessional basis, including the setting up and clearing up of learning spaces and resources * Use museum collections and other resources with appropriate care to engage school pupils and families and ensure the safety of the collections and the users * Deliver workshops to families, including preparation of materials, welcoming and supporting participants, administering ticketing and clearing up * Maintain required records of the sessions delivered and ensure that paperwork is completed and passed to relevant colleagues * Keep abreast of initiatives in museum and gallery education by participating in any training offered and sharing good practice with colleagues   **Functional Responsiblities**   * To undertake training to ensure a best practice delivery of a quality service. * To collect and record data; reporting quarterly to the Director of Learning and Engagement in order to effectively respond to visitor demands and trends.   All staff, casual workers and volunteers are also required to:   * 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. |
| 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.)**  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.  All staff, casual workers and volunteers will be accountable for carrying out all the duties and responsibilities with due regard to the 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 staff, casual workers and volunteers will be expected to demonstrate and achieve in the performance of their role. * The **green wording** outlines core behaviours, requirements and responsibilities that are expected of all staff, casual workers and volunteers within the Trust. This has been included in all role descriptions to ensure that everyone shares a common purpose to ensure we achieve our vision and live our values. | |

|  |  |
| --- | --- |
| **PERSON SPECIFICATION**  Assessment for recruitment requirements and competencies | |
| **Aptitudes / Skills / Abilities** | * Excellent organisational skills in order to prepare for and run educational workshops * Excellent communication skills, both written and verbal * Ability to motivate people of all ages to enjoy the collections of Culture Coventry * Ability to work independently and as part of a team * Sensitivity to the different cultural backgrounds of Coventry’s diverse communities * Administrative skills to follow booking and records systems, etc. including IT skills * 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** | * Experience of working in the arts/heritage or education sector * Experience of delivering education sessions to schools and/or family learners * Understanding and knowledge of history/art/ technology in a museum education context * Understanding of the role that museums and galleries can play in enhancing curriculum- based learning * Knowledge and understanding of informal learning within the heritage sector, including family learning * Understanding of equal opportunities and its relevance to this post * 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 |
| **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 |