

Job Title	Learning & Engagement Officer
Pay Grade	G7
Directorate	Place
Division	Environment & Culture
Reports to	Cultural Development Manager
Location	Headstone Manor & Museum
<p>Role Purpose</p> <ul style="list-style-type: none"> To devise and deliver an innovative learning and engagement programme that captures opportunities for the diverse community of Harrow and beyond. To ensure the learning and engagement programme has an appropriate funding basis including external grant funding, commissioning streams and developing pricing structures for activities. To contribute to a sustainable heritage service by increasing local participation with the service and visitors to the museum. 	
<p>Job Context (Key outputs of team / role)</p> <ul style="list-style-type: none"> Supervision of as and when learning and engagement facilitators and volunteers First point of contact with customers (internal and external), commissioning and overseeing projects, booking activities and arranging formal and informal learning sessions Diary, resource and budget management Safeguarding and access management 	
<p>Generic Duties</p> <ul style="list-style-type: none"> To demonstrate a commitment to the Council's Equal Opportunities Policy and the ability to understand and implement the policy in relation to the job responsibilities To ensure compliance with your responsibilities as laid out in the council's health and safety policy and take an active role in promoting a positive health and safety culture. To promote and participate in the council's individual performance appraisal and development initiatives and information management best practice. To ensure compliance with the council's information security policies and maintain confidentiality. In accordance with the Immigration Act 2016, where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post 	
<p>Values, Behaviours and Equalities</p> <p>We want our colleagues to live our values. These values describe what we stand for and how we do things at Harrow whilst inspiring, challenging and guiding us towards the delivery of our organisational ambitions and goals. Our three values are:</p> <p style="text-align: center;">Be Courageous, Do It Together and Make It Happen</p> <p>These values will also help us to achieve our equalities vision of being a proud, fair & cohesive Harrow, a great place to live, work & visit.</p>	
<p>Main Duties / Accountabilities</p> <ol style="list-style-type: none"> Devising, planning and oversight of the delivery of formal learning at Headstone Manor & Museum responding to the National Curriculum and the needs of local school, colleges and adult learning organisations. Development and management of informal learning activities including youth and family programmes, outreach opportunities and partnership work across the borough. Establishing a freelance/facilitator model for the learning and engagement programme that sets out the overheads against income for each type of activity and is capable of scaling up/down according to demand. Producing and writing content for formal and informal learning visitors including session plans, self-guided materials, teaching resources and family packs, utilising digital technology where appropriate. Recruitment and management of learning and engagement facilitators and volunteers. 	

6. Developing and maintaining external partnerships to support the learning and engagement programme including actively seeking out and preparing funding applications as appropriate.
7. Development and delivery of learning and engagement aspects at museum events and other projects as they arise.
8. Supporting the marketing of the learning and engagement programme, including social media, to develop audiences, increase access and promote social inclusion.
9. Overall evaluation of all learning and engagement programmes, reporting on the success of programmes and identifying areas of improvement.
10. Monitoring and reporting on the diversity of audiences and meeting audience development targets set by the Cultural Development Manager
11. Managing the learning and engagement budget and meeting income targets set by the Cultural Development Manager
12. Undertaking the administrative requirements of the learning and engagement programme including confirming bookings and diary and resource management.
13. Ensuring the Museum adheres to the Council's safeguarding policies and procedures including DBS reports as required.

Selection Criteria - Knowledge, Skills and Experience			
Role requirements	Essential	Desirable	
In accordance with the Immigration Act 2016, where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post	✓		
To demonstrate a commitment to the Council's Equal Opportunities Policy and the ability to understand and implement the policy in relation to the job responsibilities	✓		
To have knowledge of National Curriculum content and approaches to creative learning	✓		
To have experience of devising and delivering successful formal and informal learning programmes and resource within a heritage setting	✓		
To demonstrate an awareness of learning, access and diversity needs in public engagement and museum learning	✓		
To have experience of engaging and managing freelance facilitators and volunteers	✓		
To demonstrate the ability to work collaboratively and build relationships with a range of clients, partners and other stakeholders	✓		
To have experience of evaluating activities and learning resource	✓		
To demonstrate knowledge of inclusion and participatory best practice within the heritage sector	✓		
To have experience of meeting tight deadlines and prioritising workloads along with demonstrable skills in successful activity/project planning	✓		
To have intermediate/advanced level experience of word processing, spreadsheets and database systems	✓		
To have knowledge of safeguarding and health and safety requirements of museum engagement including risk assessments		✓	
To demonstrate an active interest in history		✓	
To have experience of budget management and securing external funding		✓	
Qualifications			
Role Requirements.	Job specific examples	Essential	Desirable

	(if left blank refer to left hand column)		
Educated to degree level or equivalent or has the equivalent relevant work experience.		✓	
Other Requirements			
<p>The job involves:</p> <ul style="list-style-type: none"> • Some physical elements such as moving learning equipment and materials • Regular daytime, evening and weekend work (including bank holidays) according to the needs of the service. • Travel for work to deliver outreach projects as required • Occasions of lone working 			