

JOB DESCRIPTION

Designation:	Learning & Outreach Officer	Post Number:	GMM001
Directorate:	Museum Service Corporate Services	Located:	Saffron Walden Museum. The post-holder will also be expected to work at the Museum Store, Shirehill, Saffron Walden and other locations around the district including schools, as required by the outreach programme
Reporting to:	Curator, Saffron Walden Museum	Responsible for:	Learning & Activity Volunteers

OVERALL PURPOSE OF JOB

- 1 Developing learning, audiences and outreach to local communities in Uttlesford, with an emphasis on engaging people and schools in parts of the district furthest from Saffron Walden.
- 2 Manage and develop the learning and activities programme and related services in the Museum to meet the needs of all ages and interests, with a focus on families and people with special needs.

KEY RESPONSIBILITIES

- 1 Develop and deliver learning services to schools and educational organisations, through outreach work in schools in Uttlesford, development of schools loans boxes, and by devising and providing sessions for groups visiting the Museum.
- 2 Co-ordinate the annual programme of activities and events, including holiday and half-term family activities, in collaboration with other staff and volunteers, to appeal to different ages, learning styles and levels of interest.
- 3 Co-ordinate and deliver the outreach programme for the 'Stories of North-West Essex' project, in collaboration with curatorial staff. This will include piloting narratives and travelling exhibits based on the collections, consulting with local communities and schools and evaluating responses.
- 4 Enhance community wellbeing and visits for people with special needs through special sessions, handling collections and reminiscence boxes, and liaise with community partners to develop and publicise the Museum's provision for this audience.

- 5 Maintain and catalogue the Handling & Educational Collection and Schools Loan and Reminiscence boxes, including the administration of bookings and collection of data for performance monitoring and evaluation, in collaboration with the Museum Admin Officer and curatorial staff.
- 6 Develop and manage the team of Learning & Activity Volunteers to assist with delivery of learning and outreach services and activities.
- 7 Advise on learning content for Museum displays, exhibitions, digital and printed materials, to improve public enjoyment and engagement with the collections and heritage of the district, and contribute to Museum policies and procedures for learning, access and interpretation.
- 8 As a keyholder for the Museum buildings, to participate in unlocking and closing the Museum and in the Saturday rota (working normally one Saturday in four for time off in lieu), and to respond to out-of-hours alarm call-outs when required.
- 9 To monitor own work and identify best practice opportunities to improve both service provision and development.

The above duties and responsibilities give a broad outline of the functions of the post. However by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post holder will be expected to adapt to changing circumstances and therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the Council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to maintain an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition the post holder will be expected to contribute to the general tidiness and housekeeping of Saffron Walden Museum and the Museum Store, Shirehill, Saffron Walden to ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the shortlisting of applications. **It will help your application, therefore, if you can provide information on the application form of your ability to meet the criteria** either through your previous employment, social activities or in the home.

1. **Knowledge**
 - Knowledge of learning theory and practice as applied in museums to collections-based learning
 - Familiarity with the National Curriculum
 - Good level of general knowledge of human history and natural sciences

Knowledge of safeguarding and access issues for those with special needs

2. Skills

Communicate enthusiastically and effectively to wide range of age groups and interest levels

Research collections and a wide range of topics for educational purposes

Create, plan, deliver and evaluate learning activities and materials using museum collections

Good organisational and supervisory skills, to cope with a varied and demanding workload, a tight timetable and co-ordination of p/t staff and volunteers

3. Experience

Essential:

Previous experience of working with the public in a museum, heritage institution or educational organisation such as a school

Experience of delivering learning and front-of-house activities (e.g. organising family or holiday activities, delivering session to schools, talks to adult groups)

Previous experience of working with or teaching children

Planning and delivering a structured programme of learning activities or events

Desirable:

Working with volunteers

Working with special needs groups

Involvement with community and heritage projects

4. Qualifications / Training

Essential:

Good A-Levels or equivalent qualification

Desirable:

Degree in a subject relevant to the Museum's collections

Further qualification in education and / or museum studies

5. Circumstances

This post requires flexibility in working hours to accommodate some weekend and evening work, and participation in the Saturday rota at the Museum (working one Saturday in four) for which TOIL will be given.

The post-holder must have a car, insured for business use, and clean driving licence. Work will be based at Saffron Walden Museum but will include working at the Museum's off-site store at Shirehill, Saffron Walden and at schools and other venues around the district.

As a keyholder, the post holder may occasionally be required to attend out-of-hours alarm call-outs (two staff attend each call-out)

Non Line Manager Core Accountabilities

- Understand the needs of your customers and deliver the best possible outcomes through exemplar behaviour in accordance with UDC's Values and Behaviours

- Work flexibly and collaboratively across structural boundaries in support of key outcomes
- To contribute to development or organisational capability by taking ownership of your own training and development, including identifying and taking part in training and development activity and responding to feedback on performance
- Take responsibility for identifying and auctioning areas of risk including Health and Safety and Business Continuity

Line Manager Core Accountabilities (when dealing with Volunteers)

- Manage employees in working flexibly and collaboratively across structural boundaries as part of a project or process teams in support of key outcomes
- Manage the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members
- Think creatively and constructively challenging to ensure continuous improvement
- Ensure the proper assessment, management and mitigation of risk, including Health and Safety and Business Continuity

Safeguarding

Uttlesford District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment.

Role Requirement: This role does require an Enhanced DBS check

All staff will have to undertake a “Basic” DBS for access to our systems, which is an on-line course on ICT Security.

Pre-Employment Checks appropriate to this Job Profile

Uttlesford District Council (UDC) is committed to ensuring all recruitment is undertaken fairly, effectively, safety and in accordance with legislation.

VALUE: ACHIEVING HIGH PERFORMANCE	
REQUIRED BEHAVIOURS	
ENTHUSIASTIC	<ul style="list-style-type: none"> Creates and maintains a positive work ethic while striving to get the job done Shows pride in what they do
SUPPORTIVE	<ul style="list-style-type: none"> Identifies where changes are needed and helps make them happen Learns from experience/mistakes
PROBLEM SOLVING	<ul style="list-style-type: none"> Adopts a proactive and positive approach to solving problems Produces innovative ideas, thinks 'outside of the box'
FLEXIBLE	<ul style="list-style-type: none"> Promotes and embraces change, is open to new ways of working
VALUE: RESPONDING TO CUSTOMER NEEDS	
REQUIRED BEHAVIOURS	
CUSTOMER FOCUSED	<ul style="list-style-type: none"> Open and honest in communication with internal and external customers; shows courtesy and respect Demonstrates required behaviours to meet all Customer Charter promises above and beyond specified requirements Conducts themselves in a professional manner, promoting the council's reputation
RESPONSIVE	<ul style="list-style-type: none"> Understands and responds to customer needs Actively seeks feedback to improve customer service Proactively works to progress new ways of working to improve customer service
VALUE: WORKING TOGETHER	
REQUIRED BEHAVIOURS	
VALUING OTHERS	<ul style="list-style-type: none"> Treats everyone fairly, with respect and dignity, responding sensitively to individuals Shows respect for the values, experience, contribution or work of others
TEAM WORKING	<ul style="list-style-type: none"> Develops team working in service area and across the council and strives to maintain a high level of motivation Works across service areas to attain common goals Encourages others to input ideas and opinions and responds to good suggestions
OPEN/HONEST	<ul style="list-style-type: none"> Open and honest in communication, seeking and giving regular feedback
DEVELOPING OTHERS	<ul style="list-style-type: none"> Shares job knowledge and skill willingly with other employees to help them or assist in their development
RECOGNISING SUCCESS	<ul style="list-style-type: none"> Acknowledges success/achievements of others in the organisation

EQUIPMENT INVENTORY

Please list below the equipment which is required to carry out this job

Job Profile:	Learning & Outreach Officer
Directorate:	Corporate Services
Division:	Museum Service

List of Equipment

tick YES / NO

I.D. Card:

YES

Mobile Telephone / Blackberry:

YES ?

Uniform:

NO

BAA Airside Pass:

NO

Keys:

YES

Please give details: Museum keys will be issued by the Curator and training provided by the Security & Premises Officer on opening and closing the Museum and Shirehill Store and unsetting and setting of intruder alarms.

Lap Top:

YES

Protective Clothing:

YES

Please give details: Instruction on handling and care of Museum collections and use of appropriate PPE (usually gloves) will be provided at the Museum, and hi-vis jacket for use at Shirehill Depot outside the Store and for Fire Evacuation duties

Tools:

NO

Please give details: _____

Procurement Card / Fuel Card / Credit Card

YES