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**Job Description**

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| **Job Title: Learning Officer****Full-Time: 37.5 Hours Per Week. 12 month contract with potential for extension****Department: Learning & Community Engagement** **Supervision/Management Responsibility: Supervise Freelance Actor/facilitators and Volunteers** **Managed by: General Manager****Hours: Paid for 7 hours 30 minutes per day with an additional 30 minute unpaid lunch break** **Hours of Work: 9am – 5.00 pm but some flexibility may be required to support events or meetings from time to time. Appropriate overtime or time in lieu will be given. The postholder will support the operation by working regular weekends as part of a rota with colleagues.****Place of Work: The post will generally be required to work on site to directly service the needs of schools and general visitors and support the needs of the site.** **Salary: £28,000** **Application Deadline: Midday Friday 13th December****Interview Date: Tuesday 17th December**  |
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| **1. Job Purpose**The Learning Officer will lead the implementation of the sites learning programme. This includes both formal learning programmes with school groups and also a programmes of learning opportunities for general visitors, including schools holiday activities.The post-holder will lead administration and bookings for education, including scheduling actors and gathering feedback from schools. Our very popular KS1 education programme is a crucial part of the musuem’s offering so the post holder will ensure a high quality is maintained whilst also exploring options to expand and grow the current offering. The post-holder will be expected to build their knowledge of Nightingale, relevant history and contemporary issues within nursing as well as having a strong understanding of formal and informal museum learning programmes. Experience of producing digital content would be an advantage.The post holder will also be the first point of contact for volunteers. As a small museum, our team of volunteers are crucial in ensuring a wonderful visitor experience and the post holder will be responsible for maintaining a positive relationship, as well as scheduling, inducting and training new volunteers.  |
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| **2. Principal Duties and Responsibilities** |
| * Lead booking and organisation of school visits, liaising with teachers and guardians to ensure the smooth running and prompt timing of sessions.
* Devise activities and events for visitors.
* Support your work by gaining an accurate background to Nightingale and other relevant aspects to nursing/medical history, the Victorian era and contemporary healthcare.
* Coordinate volunteer programme , working as a first point of contact.

**Generic:*** Take personal responsibility and a pro-active approach for own career, skills and knowledge development.
* The role will be required to assist in the event of emergency evacuations and salvage, including visitors, colleagues and the museum collection.
* Any other duties considered to be appropriate to the grade of pay.

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| **3. CONDITIONS** Annual leave of 28 days plus 8 Bank Holidays (pro-rata).Over-time payments will, from time to time, be made in instances where additional hours to an agreed time frame are required but this must be agreed with the General Manager. The Museum Trust operates a stakeholder pension scheme. Further information is available from our accounts department.Adherence to the following policies and procedures is expected. i) Sickness ii) Equality & Diversity iii) IT iv) Volunteering v) Disciplinary and Grievance vii) GDPR |

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| **4.** All staff are expected to maintain high standards of customer care, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post. |
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| **5.** All staff are expected to adhere to Guy’s and St Thomas’s Foundation Trust (GSTT) No Smoking Policy whilst on the hospital site. |

**Person Specification**

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| **Areas of** **Responsibility** | **Requirements** |
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| **Qualifications & Knowledge** | *Essential:* * Proven skills in museums and heritage environments via the delivery of formal and informal learning experiences
* Clear DBS check

*Desirable:** Teaching or museum/education qualifications or relevant short courses
* Experience of cross curricular working including History and STEM
* First aid certificate
* Interest or knowledge in Florence Nightingale as a historical person
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| **Skills** | *Essential:** Strategic and commercial thinking, developing new products to meet customer needs and market trends
* Strong communication skills
* Exceptional customer services skills, recognising the importance of individual customers and their individual needs
* A strong team player, but willing to take individual ownership and responsibility for challenges that arise
* Evaluation techniques, with the ability to learn from these personally as well as implementing changes to programmes

*Desirable:** The ability to support wider areas of the Museum operation including retail, admissions and administration
* The ability to film and edit short videos
* Foreign Languages
* British Sign Language (BSL)
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| **Experience** | *Essential:** Experience of working with school groups, particularly at KS1 level
* Experience of working with diverse audiences
* Experience co-ordinating volunteers
* Experience of working within a visitor attraction or museum, creating unique and positive memories for visitors as part of visitor experience
* Experience of developing sessions to support the national curriculum
* Experience of administration tasks

*Desirable:** Experience of working as a tour guide or similar
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| **Personal Attributes** | *Essential:** The ability to take control, lead and be visible in challenging situations, including emergencies, remaining calm and seeing the task through if possible, but escalating problems with accuracy and detail as required. To demonstrate sound decision making and the ability to ‘think on the move’ and be adaptable according to the situation.
* The desire to work in a heritage learning environment with a credible career path
* Flexibility, with the adility to multi-task and switch between duties
* An understanding of being an ambassador for the Florence Nightingale Museum, protecting its reputation and spirit.
* An enjoyment of meeting new people and working with a range of stakeholders.
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