

## Job Description Learning and Engagement Facilitator

Job Title	Learning and Engagement Facilitator
Organisation	Avoncroft Museum of Historic Buildings
Location	Avoncroft Museum, Stoke Heath, Bromsgrove, Worcestershire, B60 4JR
Type	Casual contract, zero hours
Rate of pay	£14.00 per hour
Reports to	Head of Collections, Interpretation and Engagement
Responsible for	<ul style="list-style-type: none"> <li>Delivering hands-on engaging workshops and learning sessions</li> <li>Delivering tours</li> <li>Delivering craft sessions related to the Museum and its collection</li> </ul>
Work Pattern	<ul style="list-style-type: none"> <li>Ad hoc, as required to deliver workshops, learning sessions etc.</li> <li>Flexibility required for weekday and some weekend working.</li> </ul>

### Job Purpose

- To effectively engage with visitors of all ages to ensure they experience an informative and engaging visit.

Key tasks	
Strategy	Contribute ideas to the Head of Collections, Interpretation and Engagement about the development of learning and engagement programme at the Museum.
	Develop concepts towards deliverable modules/activities as directed by the Head of Collections, Interpretation and Engagement.
Finance and resources	Comply with policies in relation to procurement and expense claims.
	Ensure that resources required to deliver activities are properly cared for, stored, repaired/replaced as required, so that they are ready for delivery of workshops, courses, activities etc.
Our People	Work collaboratively with other learning and engagement facilitators and volunteers to ensure quality and safe delivery of workshops, courses, activities.
	Maintain excellent communication across all staff at the Museum to enable smooth running of workshops, courses, activities etc.
Visitor engagement	Deliver a range of activities (e.g., workshops, courses, guided tours and crafts) for children, young people, adults and families in an informative and engaging manner.
	Deliver activities to a high standard, ensuring they are appropriate for the ages, needs and capability of participants.
	Deliver outreach sessions to community groups, societies and schools.

	Represent the Museum at external events, delivering workshops, talks or demonstrations.
Administration and Compliance	Ensure the group's booking-in procedure is adhered to, that you are aware of the numbers participating, registration and emergency contact numbers are obtained, and that payment is made, complying with GDPR requirements.
	Ensure evaluation forms are completed by participants/group leader and returned to the Bookings Coordinator.
	Adhere to Museum policies and procedures at all times, in particular (but not restricted to) Health and Safety and Safeguarding.
	All staff are expected to undertake their own clerical and financial administration, working collaboratively and co-operatively and fully complying with in-house systems.
Additional responsibilities commensurate with role	Liaise with the Duty Manager effectively and efficiently to resolve any issues that arise.
	Participate in any organised training related to the role.
	Fulfil any other duties commensurate with the role.

## Person Specification – Learning and Engagement Facilitator

CATEGORY	ESSENTIAL	DESIRABLE
Experience & skills (paid or voluntary)	<ul style="list-style-type: none"> <li>• Experience of delivering information to groups of people in a confident, informative and engaging manner.</li> <li>• Excellent verbal communication skills, possessing the ability to bring subjects to life.</li> <li>• Experience of working with children and young people.</li> <li>• Experience of delivering a rewarding visitor experience.</li> <li>• Strong time management skills.</li> <li>• Possess a positive, can-do approach to problem solving.</li> <li>• Able to work alone and as part of a small team.</li> <li>• Willing to work in an outdoor setting.</li> </ul>	<ul style="list-style-type: none"> <li>• An imaginative approach to developing engagement activities for a range of audiences.</li> <li>• Demonstrable experience of planning, developing and evaluating activities.</li> <li>• Experience of delivering learning and engagement activities in a comparable setting.</li> <li>• Experience of developing and delivering hands-on heritage crafts for a variety of ages.</li> <li>• Own a reliable form of transport.</li> </ul>
Knowledge & awareness	<ul style="list-style-type: none"> <li>• Understanding of the needs of visitors of varying ages and levels of abilities.</li> <li>• Understanding of safeguarding issues.</li> <li>• Understanding of equality and diversity issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in heritage or museums.</li> <li>• Knowledge of formal and informal learning.</li> <li>• Awareness of health and safety legislation.</li> <li>• Understanding of the purpose and benefits of volunteering to both the volunteer and organisation.</li> </ul>

## Eligibility Requirements

Working at Avoncroft and this post are subject to some eligibility requirements. It is your responsibility to prove that you meet them:

- Age requirement
- Nationality requirement
- Criminal record requirement
- Health requirement

### Age requirements

Applications for this post must be over the age of 18. There's no upper age limit for applying and there is no default retirement age.

### Nationality requirements

You must be entitled to reside and work with no restrictions on your stay in the United Kingdom or your right to seek paid employment. You must produce your passport and proof of entitlement to reside and work in the UK if the Appointing Officer asks to see it.

### Criminal Record requirement

The post you are applying for is 'exempt' from the *Rehabilitation of Offenders Act 1974* and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not "protected" (i.e. filtered out) as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)*.

You will be subject to a standard or enhanced Disclosure and Barring Service (DBS) check and you will be asked to complete a DBS application if offered the post. All such offers are deemed conditional upon a satisfactory check.

Any declaration, form, and subsequent certificate from the DBS will be treated as strictly confidential. Failure to disclose all convictions, cautions, reprimands or final warnings that are not "protected" could result in disciplinary proceedings or dismissal.

### Health requirement

The successful application will be required to complete a health questionnaire.