

Job Title:	Learning & Engagement Manager	Role Profile Number:	SBC_12207
Level:	Level 9	Insert Date Prepared:	November 2021
Directorate/Group:	Swindon Museums Service – Economy & Development	Reporting to:	Manager, Swindon Museums

Job Purpose

To manage the Learning & Engagement Team, delivering all learning and engagement activities, to ensure our learning activities are of the highest professional standards, income targets are met and where possible exceeded and our visitors are able to experience the best possible version of our museums (STEAM Museum of the Great Western Railway, Lydiard House Museum and Swindon Museum & Art Gallery) and the activities based within them.

Key Accountabilities

- On a day-to-day basis, manage Swindon Museums Service’s learning and engagement programmes.
- To develop and implement learning programmes to support formal /schools learning across Swindon Museums Service venues and outreach to local schools.
- To develop and implement engagement programmes to support informal learning across Swindon Museums Service and local outreach.
- To develop strategies for income development, including new and sustainable revenue streams from learning audiences, exceed financial, usage, service user and other targets and to maximise use of available spaces and facilities.
- To develop, support, motivate and manage the Learning & Engagement Team.
- To manage Learning & Engagement Team budgets, delegating responsibility to team members as appropriate.
- To lead on and provide expert guidance on all aspects of learning and engagement activities across Swindon Museums Service including ensuring best practice and national policies are accounted for.

- To develop, implement and maintain child protection policies across Swindon Museums Service taking account of SBC and national guidelines and best practice.
- To work with the Visitor Experience Manager and the Deputy Manager, Swindon Museums (Income Generation) to develop and maintain emergency procedures related fire, security alert and lock-down.
- To work with the Collections & Exhibitions Manager in developing a volunteering strategy for Swindon Museums Service, and ensuring that policies are developed and implemented according to SBC guidance and sector best practice.
- To work as part of the Swindon Museums Service Management Team to increase income generating opportunities related to learning and engagement.
- To lead on the learning and engagement aspects of Museum Accreditation, working with others to ensure that our Accredited venues aim to exceed all aspects of the standard.
- To develop and implement a strategy for the continued management and development of learning provision at STEAM, overseeing the continued development of a profitable Learning Service, ensuring that learning users enjoy the best learning programmes available.
- To develop and maintain relationships with local and regional teacher networks, and sound relationships are maintained with schools.
- To oversee the management of the Learning / Handling collections, ensuring that all items are accounted for, and replaced when necessary.
- To lead on the continued development of a programme of activities for families, including as part of a school holidays programme of events.
- To oversee the ongoing development of a talks and tours programme.
- Act as project and or team manager on specific identified projects within the Museums' Business Plan and continually review and evaluate existing services, events, staff, volunteers, products, programmes, assets, financial resources, costs and processes to ensure improvement and development.
- Work collaboratively with the Visitor Experience Manager and Events & Conferencing Officers to ensure that events and conferencing have a minimal impact on general and schools museum visitors.
- To develop external partnerships and to write and oversee funding bids.
- To provide training to museum staff and volunteers on aspects of learning and engagement.
- Work with the STEAM New Media Marketing & Development Officer to ensure programmes and activities, including for schools are appropriately marketed, including through the use of social media.

Supplementary Accountabilities

- To act as Duty Manager as required.
- Undertake out of hours work as necessary in support of the Museum's programmes.
- To represent Swindon Museums Service at relevant internal and external meetings and forums.
- Ability to travel across the Borough for meetings.

Knowledge & Experience

- Substantial knowledge and experience of managing creative events and visitor engagement activities for diverse audiences, preferably within a museum or heritage setting.
- Substantial knowledge and understanding of the National Curriculum, formal education sector and best teaching practice.
- Significant ability to demonstrate a good knowledge and understanding of learning programmes within a museum or heritage environment.
- Able to demonstrate a good knowledge and experience of working with volunteers in a heritage environment.
- Significant proven knowledge and experience of the Accreditation Standard and process.
- Significant proven experience as a people manager, able to demonstrate excellent staff and project management skills, including the ability to manage specialist staff.
- Able to demonstrate excellent interpersonal skills, including ability to collaborate, negotiate, build a cohesive team and resolve any conflicts.
- Experienced financial manager (for both income and expenditure), able to demonstrate excellent budget management and planning skills.
- Able to provide evidence of a proven ability to create, build and maintain effective relationships with internal and external colleagues at all levels.
- Can provide evidence of effective high-level problem-solving skills with the ability to prioritise, multi-task and work within deadlines.
- Can provide evidence of a flexible approach, with the ability to design and deliver new ideas and challenge existing culture and engrained practice.
- Is able to provide evidence of proven skills in bid writing, negotiating and generation of new business.

- Can provide evidence and demonstrate the ability to work as part of a team and on own initiative.
- Can demonstrate high levels of creativity required to create and implement audience development strategies, with a positive and adaptable approach to problem solving.
- Can provide evidence of excellent communication skills both written and verbal.
- Can provide evidence of being able to gather and interpret information.
- Demonstrate an ability to work well under pressure and deadlines and to keep calm under stressful situations.

Qualifications

- Degree or diploma in a relevant subject preferably with PGCE or Qualified Teacher Status or considerable relevant experience.
- First Aid at Work Certificate or a willingness to work towards this.

Decision Making

- Learning & Engagement staff training
- Learning programme development.
- Engagement programme development.
- Budget management.
- Volunteer development strategies.

Creativity and Innovation

- Can demonstrate excellent organisational skills.
- To propose inventive ways of creating and developing income streams.
- To devise new initiatives to ensure access to our collections for the widest audience.
- To design creative education workshops, activities and special events.
- Can provide evidence of integrating volunteers with permanent staff to deliver excellent customer experiences.

- Flexibility to meet the varying demands of the role.

Job Scope

<p><u>Number and types of jobs managed</u></p> <ul style="list-style-type: none"> • 3x Learning & Engagement Officers • 1x Learning & Engagement Assistant • Team of Casual Formal Learning Officers 	<p><u>Budget Holder Responsibility</u></p>	<p>Yes</p> <p>– Expenditure: around £160K including staffing costs</p>
<p><u>Typical tasks supervised/allocated to others</u></p> <ul style="list-style-type: none"> • Organisation, planning and delivery of learning packages • Supervision of the Learning Engagement Assistant • Work programming for the Formal Learning Officers (casual staff) • Management of volunteer teams 	<p><u>Asset Responsibility</u></p>	<p>- Income: around £100K</p> <p>Yes</p> <p>Responsible for museums' handling collections</p>

Contacts and Relationships

- Is expected to be able to demonstrate a wide network of learning and engagement contact (including the museums sector), including with potential funders.
- Is expected to engage with forums and partnerships across the museum sector locally, regionally and nationally.
- Is expected to be able to demonstrate excellent communication with elected members and senior managers within Swindon Museums Service and the Council.
- Is expected to be able to demonstrate excellent communication with a range of the full range of Swindon Museums Service clients and customers and other Swindon Museums Service team members, volunteers and Friends.

Other Key Features of the role which could be mentioned such as

- To act as Duty Manager as required.
- Working occasional weekend and evening duties to meet the demands of the year round programme and work flexibly around deadlines.

- In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work.
- You must also co-operate with the Council to enable it to comply with its statutory duties for Health and Safety. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your Manager of any hazardous situations or risks of which you are aware.