

Our charitable purpose

Our purpose is that everyone who experiences the Roald Dahl Museum & Story Centre understand how the work of Roald Dahl can be a key to unlock the stories we all have inside.

Role summary

Role:	Learning Officer (permanent role)
Reports to:	Learning Manager
Responsible for:	Learning Session Leaders (up to 4 roles)
Salary:	£29,894 per annum for 37 hours per 7-day week, including weekend days
Contract:	Full-time, permanent contract; 0.8 FTE may be considered
Holiday:	28 days plus public holiday allowance, pro rata
Pension:	6% employer contribution after 3 months
Core task:	Museum learning development and delivery across audiences and programmes

Context for this role

In 2023-24, the Roald Dahl Museum and Story Centre welcomed 60,000 visitors through our doors (including 8,000 school visitors) to discover the stories behind the creation of Roald Dahl's stories. Most of these people will visit either as a family or as a school group and will usually experience at least one activity created by the Learning Team for these audiences.

Many of these engage with our established programmes, such as award-winning onsite school visits or popular family offer. Increasing numbers are engaging with our exciting new programmes, such as our Livestream Learning offer, our SEND school and family days or our under 5s events. Our **Learning Officer** plays a key role by devising, developing and assuring the quality of activities across all of these programmes and by contributing to the growth of these audiences.

Learn more about the Museum as a charity at www.roalddahlmuseum.org/our-story/

What you'll be doing

As our Learning Officer, your working day will be full of variety. You could be setting up and supporting in a Livestream Learning session, supervising a storytelling practice with the Learning Session Leaders (LSLs), finalising a half term rota with the Learning Manager and creating a new

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public activity - all in one day! Our Learning Officer will be asked to work with a positive and flexible approach.

There are four staff roles within the Learning Team: Learning Manager, Learning Officer (x 2), Learning Session Leaders (x4) and the Learning Operations Officer. You will be directly managed by the Learning Manager, who is responsible for your professional development, objective setting, and overall performance.

You will directly manage the Learning Session Leaders and be responsible for their professional development, contracted hours and overall performance. You will frequently work with your peer Learning Officer and the Learning Operations Officer as well. You will work with colleagues across the Museum as part of our Operations Group and our Programme Group.

You should expect to typically work one weekend day each month, when you will be the Duty Officer in charge of the site. You may occasionally be asked to work another weekend or evening for a learning activity. As a team, we are busy in both school holidays and termtimes so your working patterns will fall across both periods.

We will provide you with training when you begin your post and there may be an opportunity to shadow an existing Learning Officer. It is normally possible to work one or two days per week from home (depending on the needs of our programmes) but you should expect that most of your working days will be onsite.

You can expect your tasks to include:

- **Managing the Learning Session Leaders.** You will lead on rostering, supervising and completing administrative tasks around our delivery-focused Session Leaders. With the Learning Manager, you'll be involved in recruiting and training these roles to ensure that we continue to deliver the highest standards of museum learning.
- **Developing Learning Sessions.** You will write family workshop plans, resource school sessions, prepare high-quality branded PowerPoint presentations for the public programme, create museum trails and more! You'll work across both the school and public programmes and will deliver some sessions across the full range of our offer.
- **Managing our Livestream Learning offer.** You will lead on maintaining the equipment and software of our Livestream Learning programme as well as the administration of its bookings. You'll look for ways that we can continue to enhance and extend our delivery of these sessions.

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- **Managing resources.** You will work closely with the Learning Operations Officer and your peer Learning Officer to ensure that our programmes are fully resourced. You'll track the budgets across our delivery streams and monitor our current stock of resources.
- **Delivering our evaluation model.** The Learning Team puts an emphasis on understanding the impact of our programmes. You will play a leading role in providing training for the team, monitoring feedback from our audiences, preparing and delivering evaluation interviews, processing data and creating evaluation reports. This work spans across the school and public programmes as well as our Livestream Learning offer and other projects that we might run.
- **Developing and delivering projects.** You will contribute to and / or lead on various projects with which the Learning Team are involved. The current postholder leads on projects for delivering family story time at HMP The Mount and on a work experience scheme with local sixth formers.
- **Collaborating across the Museum.** You will work closely with the other teams in the Museum to understand more about our Collections, contribute to our Programming Group, liaise with our Visitor Experience Team and deputise for the Learning Manager, as needed.
- **Supporting the Learning Team's organisation.** You will contribute to managing our school bookings for both onsite and Livestream sessions, supervise our LSLs' delivery and complete other administrative processes within the team as needed.
- **Working to protect children while onsite.** You'll act as a Designated Safeguarding Deputy, delivering Child Protection training and carrying out your work in accordance with best practice for safeguarding children and young people. The post is subject to an Enhanced DBS check on appointment.

You will also be asked to work as a Duty Officer at times when the Museum is open to the public. The Duty Officer is the senior person in charge of site operation – retail, facilities and visitor experience – on the day. The key tasks of a Duty Officer are summarised at the end of this profile.

This job will suit you if...

- You are passionate about museum learning and working with children and families. You believe people of all ages deserve high quality museum experiences and have ideas about how to create these. You will have worked with these audiences before within the heritage sector;

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- You're a team player, and you understand when to offer support to colleagues but also when to ask for help;
- You communicate clearly and proactively – you share information as a default; up, down and sideways. You enjoy interacting with a variety of people and you understand the value of listening;
- You pay attention to the details. As far as you are concerned, anything worth doing is worth doing right, every single time. You stay focused and nothing falls through the cracks on your watch;
- You think on your feet. You like learning new things and you can learn quickly. When things change, you know how to change yourself and adapt;
- You love working collaboratively and are open to discussing and developing ideas within a small team;
- You are motivated and driven. You volunteer for new challenges without waiting to be asked. You're going to take ownership of the time you spend with us and truly make a difference.

The experience you'll need

To get this role, you'll need clear enthusiasm and experience of shaping learning for children and families in the heritage sector. You'll have worked in situations both independently and where you've led others. You are actively looking to develop your career through this opportunity.

Where could your career go next?

We love helping people to grow their careers, whether that's within the Museum, or giving you the skills to take to another organisation if that's right for you. We will work with you to identify where your career goals and our aims for the Museum overlap, as we commit time and money to the professional development of all our staff. This is a chance to add depth and experience to your CV while carrying out a multi-faceted role, that includes line management experience, in a supportive environment.

Other things you'll want to know

- This role reports to the Museum's Learning Manager;
- You'll work 37 hours per week;
- You'll be expected to work weekdays and roughly one weekend day per month, during both term time and school holidays;
- You'll be entitled to 28 days holiday per year, in addition to UK bank holidays, pro rata;
- The salary for this role is £29,894 per year (pay award pending);
- There is a 3-month probationary period after you join us. During your probationary period we'll give you the relevant training and direction you'll need to perform your role

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effectively. The probationary period is the opportunity for you and the Museum to both build confidence that you're the right fit for the role;

- After successful completion of your probationary period, the Museum will make a contribution of 6% of your salary into an agreed pension scheme;
- A summary of our current organisational structure is included at the end of this document, so you can understand how your role fits into the overall operation of the Museum.

Working as a Duty Officer: what our Duty Officers do

Whenever the Museum is open to the public, we have at least one trained Duty Officer on the premises. We rotate the Duty Officer responsibilities amongst selected members of the senior team and we'll provide you with training before asking you to take on the role.

Key holding:

- Unlocking the Museum at the start of the day and locking up at the end of it, and turning off/setting our alarm systems as you enter and leave;

Health and Safety, Emergency procedures:

- Applying your knowledge of health and safety and emergency procedures (for example First Aid, Safeguarding and Fire and Evacuation);
- Proactively checking issues related to health and safety and emergency preparedness at the start of each day (for example, site cleanliness and tidiness, trip hazards etc.);

Setting standards and responding to feedback:

- Set a high standard of visitor experience by role-modelling great behaviour to visitors and the team, constantly helping the team to improve through micro-coaching;
- Responding constructively to any complaints and using your judgement to escalate complaints to the Retail and Visitor Experience Manager or the Director;
- Making sure that all of the Front of House team are aware of appropriate complaint response procedures at the start of each day;
- Reporting any operational issues to the Retail and Visitor Experience Manager at the end of the day (or sooner if severity demands), along with recommendations for how to resolve the issues;

Supervising the team:

- Checking in advance of your Duty Officer shift that we are adequately staffed for the day;
- Making sure all the Front of House team are briefed for the day ahead, including key points such as: the Museum programme; who to contact if they have a query; and any health and safety issues/considerations;

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- Supervising the work of the Front of House team, and personally providing cover to the team (both rostered and adhoc) as necessary;
- Regularly patrolling the Museum site and addressing any issues that you find, making sure the site is safe and tidy;

Sales and cash handling:

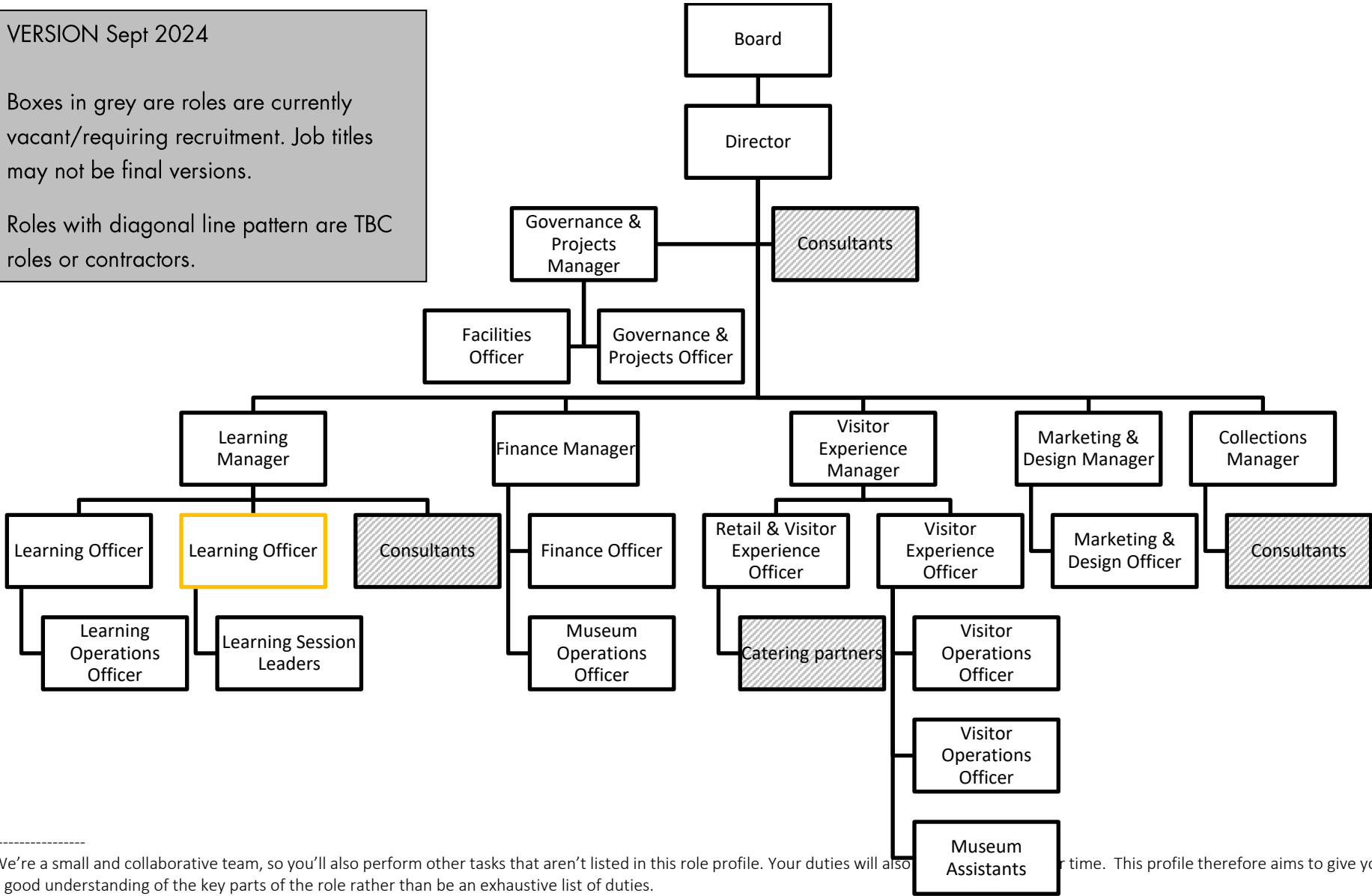
- Making sure that the ticket desk, phone line and shop are all well stocked and presented, and all sales equipment is prepared (e.g. making sure there are spare toilet rolls at the start of every day);
- Taking responsibility for ticket sales and cashing up in line with Museum financial procedure.

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September 2024**

VERSION Sept 2024

Boxes in grey are roles are currently vacant/requiring recruitment. Job titles may not be final versions.

Roles with diagonal line pattern are TBC roles or contractors.



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