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|  | **POST TITLE:** | **Rediscover Killhope Learning Assistant** |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 5  Job Evaluation Ref No: N8945 |
|  | **LOCATION:** | Killhope Lead Mining Centre and Picnic Site |

1. **RELEVANT TO THIS POST:**

**Disclosure & Barring Service:** Subject to DBS Standard

**ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Rediscover Killhope Manager and to the Museum Manager and will work closely with the rest of the Killhope team

1. **DESCRIPTION OF ROLE:**

To support the aims of the rediscover Killhope project ensuring the best possible service for every visitor through the provision of efficient and effective day-to-day operations and the delivery of the highest standards of customer care. To ensure the learning programme at Killhope is delivered to the highest possible standards and to help increase the number of education visits.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities for which this role will be primarily responsible:

* Assisting with the development of learning programmes and deliver programmes to a wide range of groups (including schools, youth groups and adult groups) at Killhope and also in schools and other venues as required.
* To prepare educational resources and to advise teachers and other learning enablers in the use of the Museum’s collections in liaison with curatorial staff.
* To deliver existing learning programmes and work with the staff team on the development of new programmes.
* To assess the requirement of National Curriculum studies and to develop lively, inspiring learning activities at the Museum.
* To introduce learning opportunities for all ages, abilities and cultural backgrounds.
* To have input into the development of Killhope’s learning strategy and on-going delivery of its learning programme.
* To assist the Project Manager and Museum Manager to secure external funding for educational activities and events at the Museum.
* To organise school holiday activities and family learning activities/resources, working with the Museum Services Officer and the team
* Evaluate new and existing learning, engagement and development programmes against learning outcomes as defined by relevant frameworks, e.g. Inspiring Learning for All.
* Support the production of resources such as learning packs, both printed and on-line as required.
* An understanding and knowledge of the National Curriculum is essential, together with experience in the delivery of learning outside the classroom.
* Good communication skills, both written and verbal, are essential.
* To deliver outreach learning opportunities, running group sessions for adults and promoting Killhop at local heritage and history fairs including object handling, presentations and talks.
* Confident delivery to large and small groups of varying backgrounds and abilities including hard to reach groups and those with special needs.
* To work with volunteers, placements and work experience students.
* To write reports as requested by the Museum Manager.
* To carry out the above duties in accordance with the Equal Opportunities and Health and Safety Policies in force at the Museum.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification Learning Support Officer**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | NVQ 4 | Degree or equivalent qualification in a relevant discipline  Postgraduate Certificate in Education (PGCE) or equivalent | * Application form * Selection Process * Pre-employment checks |
| Experience | Delivery of learning activities in a museum or gallery environment  Excellent written and oral communication skills  Experience of working with people of differing ages, abilities and cultural backgrounds  Experience of delivering education in a team environment  Experience developing activities for all sections of the Community  A working knowledge of the National Curriculum  Experience of responding to the needs of the public in a customer driven environment  Experience delivering learning activities in a museum or gallery environment  Experience of responding to the needs of teachers and other educational providers | Staff supervision  Experience of developing, producing and evaluating learning and engagement resources and programmes | * Application form * Selection Process * Pre-employment checks |
| Skills/knowledge | Excellent customer care skills  Good written, numeric and verbal skills  Ability to interpret and carry out detailed instructions  Team working skills  Good ICT skills including experience of using Microsoft Office packages including Word, Excel, Outlook and PowerPoint  Self-motivation and initiative with the ability to work independently and unsupervised  Good administrative and organizational skills including ability to manage own time, handle numerous and varied tasks at one time and meet deadlines.  Ability to respond positively and confidently to all members of the community  Ability to prioritize workload and work to deadlines  Able to communicate effectively with people at all levels  An interest in museums and/or the military history  An interest in modern and contemporary art |  | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | Enthusiastic and flexible team worker  Commitment to working with people from diverse backgrounds  Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance)  May be required to work outside of normal office hours  Able to use own initiative & deal with difficulties in a positive way  Flexibility and ability to develop new skills and new ways of working  Ability to work without direct supervision and achieve specified targets and standards |  | * Application form * Selection Process * Pre-employment checks |