

Job Description

**Directorate:** Tyne & Wear Archives & Museums

**Division:** N/A

**Post Title:** Learning & Engagement Manager (A4641)

**Evaluation:** 586 points **Grade:** N09

**Responsible to:** Head of Programmes & Collections

**Responsible for:** Staff as allocated

**Job Purpose:** Strategically develop, lead, monitor and evaluate high quality, comprehensive learning, community and volunteer engagement across TWAM.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. Lead, co-ordinate and develop the work of learning, outreach and volunteer staff in the planning, provision, promotion and evaluation of formal and informal learning, community and volunteering engagement.
2. Contribute to the creation and implementation of a holistic public engagement strategy for TWAM and ensure all venues are supported to create engaging and accessible learning and engagement programmes for schools, children and young people, communities and volunteers
3. Directly manage the work of the community and volunteer engagement teams.
4. Take the lead on sharing TWAM's learning and engagement practice within the sector and with key external stakeholders, seeking out opportunities for advocacy and contributing via channels such as presentations, workshops, articles and case studies.
5. Work as part of the TWAM Leadership team to ensure the organisation maintains and enhances its outstanding reputation for work with children and young people and communities and that learning, community and volunteering objectives complement and inform TWAM's exhibition and events programming.
6. Undertake TWAM wide project work as part of the Leadership Team.
7. Set standards for excellent provision and create and maintain effective monitoring, evaluation and reporting systems to ensure this is achieved

8. Lead and co-ordinate as appropriate, research, preparation, development and implementation of TWAM learning, community and volunteering strategies, policies, plans and proposals.
9. Encourage, develop, manage and undertake as required research into museums learning, community and volunteering and development of best practice.
10. Establish and maintain appropriate financial records and documents on service provision, in accordance with the overall financial and administrative procedures of the TWAM.
11. Assist in maintaining a healthy, safe and secure environment and act in accordance with the Council's policies and procedures.
12. Promote and implement the Council's Equality Policy in all aspects of employment and service delivery.