







Job Title	Learning Facilitator
Job Level	TBC
Location	Milestones Museum & Basing House
Workstream	Milestones
Function	Learning Experience
Line Manager	Visitor and Learning Experience (VLE) – Duty Manager
People Leadership	None
Diversity & Inclusion	
We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose	
Our Learning Facilitators organise and deliver award-winning immersive learning experiences for a range of educational groups. Enjoyment, engagement and the highest standards ensure a reputation for sector-leading heritage learning.	
Responsibilities	
<ul style="list-style-type: none"> • Work closely with the VLE Duty Manager, Learning Manager and wider team to provide high quality learning experiences, resources and events for a range of educational groups and educators. • Deliver interactive learning programmes at both venues, covering a range of curriculum subjects and levels and collaborating with staff and volunteers to provide immersive living history experiences. • Support the delivery of learning-focused social impact projects to meet the trust’s objective of ‘changing lives through culture’. • Care for all learning resources, maintaining them to the highest standards. • Administer learning enquiries and bookings in a timely manner, liaising with educators to arrange successful visits and engagements which meet the needs of learners. • Maximise the income generation opportunities of our learning services through the promotion of additional enriching experiences. • Represent the learning team and promote our services with internal and external stakeholders. • Contribute to reporting the achievements and impact of the learning team through accurate data and information collation and recording. • To ensure all actions are compliant with relevant legislation and trust policies and standards are met and maintained, providing a safe working and visitor environment. • Support any other duties as required. 	
Experience, Skills and Qualifications:	
<u>Essential:</u>	
<ul style="list-style-type: none"> • Outstanding communication and presentation skills. • Demonstrable experience in delivering learning to a range of educational groups. • Understanding of learning outside the classroom. • Excellent organisational skills. • Strong IT skills in Microsoft Outlook, Excel and Word. • Able to work to a flexible schedule, with the majority of working hours during school’s term-time schedule. • Full driving licence with use of own car. 	
<u>Desirable:</u>	
<ul style="list-style-type: none"> • Knowledge of the current National Curriculum from Early Years to Key Stage 4. 	

- Understanding of learning principles in a heritage environment.
- Significant understanding of customer service best practice principles.
- Arts Award experience.

Delivering Results and Meeting Customer Expectations <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals 	Presenting and Communicating Information <ul style="list-style-type: none"> • Speaks clearly and fluently • Expresses opinions, information and key points of an argument clearly • Makes presentations and undertakes public speaking with skill and confidence • Responds quickly to the needs of an audience and to their reactions and feedback • Projects credibility
Working with People <ul style="list-style-type: none"> • Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognises and rewards the contribution of others • Listens, consults others and communicates proactively • Supports and cares for others • Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses 	Following Instructions and Procedures <ul style="list-style-type: none"> • Appropriately follows instructions from others without unnecessarily challenging authority • Follows procedures and policies • Keeps to schedules • Arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role
Planning & Organising <ul style="list-style-type: none"> • Sets clearly defined objectives • Plans activities and projects well in advance and takes account of possible changing circumstances • Identifies and organises resources needed to accomplish tasks • Manages time effectively; monitors performance against deadlines and milestones. 	Adapting and Responding to Change <ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences • Deals with ambiguity, making positive use of the opportunities it presents

Values

 <p>CONFIDENCE</p> <p>We have the courage to aim high and think differently</p>	 <p>CREATIVITY</p> <p>We are imaginative, resourceful and flexible in what we do and how we do it</p>	 <p>EXCELLENCE</p> <p>We aspire to the highest standards in everything we do</p>
 <p>RESPONSIBILITY</p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p>TEAMWORK</p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements</p>	 <p>RESPECT</p> <p>We are considerate, respectful and understand each other's similarities and differences</p>

Created by:	Helen Sinnamon	Date:	June 2021
HR Review by	Ameena Rahman	Date:	June 2021

