



Post: National Formal Learning Manager

Grade: 10

Directorate: Marketing & Supporter Development

Location: HQ, WWT Slimbridge

Reporting to: Head of Experience, Engagement & Learning

Main function of post: To inspire, engage and educate visitors to WWT sites, making better connections with wetlands, wildlife, conservation and our work. The main focus is to provide strategic lead and support for the delivery and development of successful, innovative programmes for formal learning audiences at WWT sites across the UK.

Supervisory responsibilities: Direct responsibility for externally funded project staff (currently one, but depending on project funding). Functional support to learning staff at sites and supervision of volunteers as required.

Hours worked: 37.5 hours per week

Working pattern: Weekdays, 9.00am-5.30pm

Main duties of the post

1. Set direction for formal learning in WWT, including reviewing and setting strategic objectives and supporting delivery of 5 year plans
2. Ensuring consistent, high quality delivery at centres by leading on research and ongoing evaluation
3. Lead on externally funded learning initiatives and work with fundraising colleagues to develop new opportunities, both locally and nationally
4. Keep WWT up to date with the external agendas in formal learning across all UK countries
5. Professional leadership of centre staff to identify and address developments required for our formal learning provision
6. Develop and implement measures to improve organisation-wide learning team cohesion and cross departmental working
7. Lead on coordinating systems and procedures to enable professional management of WWT's formal learning management information (e.g. bookings, visitor figures and budgets)
8. Lead on processes to support formal learning marketing
9. Lead on coordinating formal learning areas of the WWT website

10. Lead or input to key WWT formal learning projects or partnerships (internal and external)
11. Assist Head of Experience, Engagement & Learning on supporting the development of informal learning / engagement planning and delivery
12. Plan and manage WWT's HQ formal learning budget
13. Be proactive in seeking opportunities for professional development
14. Contribute to a safe, healthy, secure and comfortable environment for all team members and visitors by complying proactively with all safety standards, procedures and risk assessments

As an environmental charity, we expect all members of staff to seek ways, wherever possible, to work in environmentally responsible ways and to minimise environmental impacts associated with their role and influence. In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: April 2010

Amended: April 2014 and May 2018

Person Specification

1. Qualifications

Essential:

- Degree or equivalent in relevant discipline

Desirable:

- Educated to post graduate level or equivalent in relevant subject
- Proven track record in continual professional development

2. Experience

Essential:

- Senior level experience of managing formal learning services
- Good knowledge of the formal learning sector
- Working with a broad range of formal learning audiences
- Project planning, development and management
- Experience of collecting and using evidence to inform better practice
- Track record of inspiring others with a passion for nature
- Ability and experience of managing significant budgets
- Sound IT and basic technical skills (eg Microsoft Office and Skype)

Desirable:

- Experience in the formal and / or informal learning sector at an advisory level
- Experience of working with a broad range of formal learning audiences in a visitor attraction setting and in a wildlife / environmental context
- Resource or toolkit development and training
- Strategy development and delivery
- Resource preparation – web/print
- Experience in a large visitor attraction

3. Managerial & Supervisory

Essential:

- Ability to line manage a small team. Also, ability to maintain a network of close relationships with other staff at HQ who support this area of work and also with a large number of staff working at our UK centres.
- Ability to confidently lead a significant function in an organisation, with complex people relationships
- Knowledge of matrix management and understanding of how to develop effective relationships within that structure
- Ability to provide technical advice, support and oversight to teams not directly managed

Type of staff	Number managed	Number supervised
Employed Staff	0-3	0
Volunteers / Casual Workers	1-3	0
Contractors	0-3	0

4. Responsibility

Essential:

- Professionally competent to take a lead on this area of work across multiple WWT centres
- Comfortable with taking decisions that will have an impact across multiple sites, and potentially on achievement of visitation business targets
- High levels of initiative, being capable of independent action

Desirable:

- Experience of managing external contractors

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£15-50k
Cash Handling	Minimal
Assets (required for job, exc. buildings)	£2k
Visitors (per annum)	45-70k formal learning

5. Creative Ability

Essential:

- Ability to work at a high level, evaluating and making creative changes to formal and informal learning provision at centres
- Ability to seek creative solutions to a wide variety of challenges
- Ability to facilitate creation of plans, including the origination of new ideas whilst harnessing creative input from a range of key people across WWT

6. Contact

Essential:

- Excellence in written and verbal communication skills with a very wide range of people, at all levels in an organisation
 - Be skilled and comfortable with acting in a range of capacities including as advisor, mentor, monitor, facilitator or trainer
 - Be skilled and comfortable with contact with members of the public, including sector contemporaries, teachers and pupils
 - Confidence to build relationships and achieve results across all directorates and centres in the organisation
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General Notes

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.

Whilst this post is based at WWT Slimbridge, travel to other WWT sites is required, therefore ability and willingness to travel across the UK is essential, and a current driving licence is desirable.