



Post: Engagement and Learning Officer

Grade: 5

Directorate: Centre Operations

Location: Arundel

Reporting to: Learning Manager

Main function of post: To assist in the planning and delivery of both formal and informal learning activities and visitor engagement at WWT Arundel.

Supervisory responsibilities: Occasionally casual learning staff and volunteers

Hours worked: 22.5 hours per week

Working pattern: 3 days from 7 including weekends and public holidays to meet the needs of the post

Main duties of the post

1. Provide assistance in the planning and consistent delivery of enquiry based formal learning to schools, colleges, universities and uniform groups.
2. Assist with the administration for the department including liaising with school groups, taking bookings, sending pre-visit information and paperwork and following up visits with feedback requests.
3. Assist with preliminary visits and teacher taster events which are essential to boosting visitation and achieving budgeted targets.
4. To attend external events to promote formal learning at WWT Arundel.
5. To assist the Learning manager in the planning and delivery of informal activities including Wetland Discovery Boat Safari, holiday activities and pond dipping.
6. To create interpretation materials, to celebrate seasonality on site, informing visitors as to what can be seen during their visit and why it is special.

7. To establish a culture of visitor engagement at the centre with the support of the Learning Manager.
8. To provide support to other departments in the delivery of engaging activities such as walks and talks.
9. Support the Learning Manager in monitoring, evaluating and developing the centres formal and informal learning programmes.
10. Assist in training, supervising and updating casual learning staff and volunteers.
11. To ensure that all visitors receive excellent customer care, whether in person or on the telephone. To react to any enquiries in a positive manner and ensure that the relevant department is informed of any complaints.
12. Ensure the health, safety and welfare of all visitors to the centre by:
 - reviewing risk assessments for all education activities
 - Following published guidelines for the health, safety and welfare of groups in accordance with Child & Vulnerable Adult Safety Policy Guidelines.
11. Ensure you are engaged with WWT's internal communication channels keeping yourself informed and up to date with the progress that WWT is making and the work that we undertake to save wetlands for wildlife and people.

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: June 2018

Amended:

Person Specification

1. Qualifications

Essential:

- Educated to A-level standard or equivalent in a relevant subject e.g. Biology, Environmental Science or Education.
- The position is subject to enhanced DBS check.

Desirable:

- Educated to Degree level or equivalent in relevant subject.
- Teaching qualification or substantial relevant experience.
- Full driving license

2. Experience

Essential:

- Experience in a customer facing environment.
- Experience of working with school groups in an educational establishment, visitor attraction or in the outdoors.
- Experience of working with families through designing and delivering informal learning activities.
- Office or administrative experience, with working knowledge of Microsoft office, excel, powerpoint and outlook.
- Excellent standards in customer care.

Desirable:

- Experience of delivering learning outside the classroom and using the natural environment as a resource.
- Having used enquiry-based learning techniques
- Experience of working within a busy visitor attraction.
- Experience of working with volunteers as part of a team.
- Experience of using InDesign or similar package to create visitor interpretation and resources.
- Interest in and knowledge of wetlands, wildlife and conservation issues.

3. Managerial & Supervisory

Essential:

- Provide support to the Learning Manager in recruitment, supervision, training and support of a small volunteer group.

Type of staff	Number managed	Number supervised
Employed Staff	0	0
Volunteers / Casual Workers	0	0-7
Contractors	0	0

4. Responsibility

Essential:

- Commitment to ensure the health, safety and welfare of all staff and visitors to the centre
- Ability to independently & confidently deliver learning sessions and public activities.
- Ability to sensitively handle confidential information
- Excellent time management
- Responsible for supporting the Learning Manager in the training and support of volunteers within the team
- Ability to prioritise workload to ensure longer term projects are completed as well as daily duties

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	0
Cash Handling	0
Assets (required for job, exc. buildings)	0
Visitors (per annum)	97,000 per annum

5. Creative Ability

Essential:

- Ability to originate ideas and bring creative thought to the development and delivery of new learning programmes and education activities

- Encourage enquiry-based learning during delivery of formal learning programmes
- Create accurate and engaging seasonal interpretation to ensure a quality visitor experience.

6. Contact

Essential:

- Regular and routine contact with other departments, volunteers, visitors and external organisations.
- Interact with different age groups when operating centre events.
- Ability to develop good working relationships within Arundel Team and WWT as a whole.
- Ability to build and maintain effective relationships with new and existing volunteers.
- Excellent verbal, written and interpersonal communication with teachers, visitors, supporters and other stakeholders.

Desirable:

- To represent WWT at external outreach sessions or events

General Notes

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