

**Post:** Learning Officer (Informal Learning)

**Grade:** 6

**Directorate:** Operations

**Location:** WWT London Wetland Centre

**Reporting to:** Learning Manager

**Main function of post:** Delivery of the London Wetland Centre's informal and formal learning programmes

**Supervisory responsibilities:** Supervision of casual workers and volunteers

**Hours worked:** 37.5

**Working pattern:** Full-time, 5 days in every 7 days, including some weekends and bank holidays.

---

### Main duties of the post

1. To deliver the centre's formal and informal learning programmes including teaching school groups and leading holiday/weekend events and activities.
2. To facilitate learning activities for other booked visitor groups, including uniform, youth, community and special needs groups
3. To uphold the centre's health and safety guidelines and high quality standards of customer care and learning provision at all times
4. To coordinate the centre's programme of family learning activities during weekends and school holidays, including development of new programmes and formats with support from the Learning Manager
5. To support the Learning Manager in monitoring, evaluating and developing the centre learning programmes as required
6. To help supervise the casual Learning staff and departmental volunteers in the absence of the Learning Manager

7. To assist with preliminary teacher visits and INSET days as required
8. To maintain the department's storage areas and equipment in an organized manner, ensuring appropriate use of resources
9. To maintain and enhance the department's collection of artefacts and specimens, taking account of sustainability, ethics and Health and Safety considerations. 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:** March 2011

**Amended:** December 2018

# Person Specification

## 1. Qualifications

**Essential:**

- Degree or equivalent in relevant subject

**Desirable:**

- Teaching qualification
- Full driving license

## 2. Experience

**Essential:**

- Excellent communicator with experience of enthusing and reaching diverse audiences
- Substantial experience of leading family learning activities
- Experience of customer-centred environments
- Previous computer skills gained in outlook/word/excel programmes
- Experience gained in a teaching and learning environment

**Desirable:**

- Interest in and knowledge of environmental and conservation issues
- Using inquiry-based learning in an outdoor setting
- Wide experience of environmental education techniques gained through paid or voluntary work, e.g. Bushcraft, Forest Schools

## 3. Managerial & Supervisory

**Essential:**

- Ability to supervise and enthuse learning volunteers and casual learning staff
- Ability to help train and supervise departmental volunteers

Type of staff	Number managed	Number supervised
Employed Staff	0	0
Volunteers / Casual Workers	0	Up to 4 per day
Contractors	0	0

## 4. Responsibility

**Essential:**

- Ability to independently & confidently run the learning programmes and public activities.

- Ability to sensitively handle confidential information and small amounts of cash.

**Levels of Responsibility:**

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	£100
Assets (required for job, exc. buildings)	Uniform
Visitors (per annum)	180,000 annual visitors to the centre, of which about 13,000 are formal education visits (2017 - 2018)

## 5. Creative Ability

**Essential:**

- Ability to originate ideas and bring creative thought to the development and delivery of new education events and programmes
- To assist in developing new WWT learning programmes

## 6. Contact

**Essential:**

- Contact with other departments and/or external bodies/public on routine matters

**Desirable:**

- To represent WWT at external meetings and events

## 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.