



**Post:** Learning Manager

**Grade:** 8

**Directorate:** Operations

**Location:** WWT Llanelli Wetland Centre

**Reporting to:** Centre Manager

**Main function of post:** To provide leadership and manage the Learning Department with responsibility for the strategic development and delivery of formal and informal learning programmes at the WWT Llanelli Wetland Centre.

**Supervisory responsibilities:** Learning department staff and volunteers.

**Hours worked:** 37.5 hours per week.

**Working pattern:** Working 5 days from 7 per week to include weekends and Bank Holidays.

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## Main duties of the post

### 1. People Management

- Recruit and manage the department's staff and volunteers in line with WWT and centre management guidelines, conducting regular observations, 1-2-1s, team meetings, annual staff appraisals and professional development when appropriate.
- Provide clear leadership and support for the department to ensure a highly motivated team, delivering quality formal and informal learning programmes & activities to agreed high standards.
- Formulate and manage the department's rotas to ensure delivery of learning programmes, 7 days a week, taking into account peak school and holiday visitation periods so provision reflects demand.
- Work closely with the centre's Volunteer Coordinator to recruit and induct learning volunteers and to take responsibility for their training, ensuring they meet WWT's high standards in helping deliver learning activities and events

### 2. Strategic Development

- In line with national and local WWT strategies, write and deliver a strategic plan for learning programmes at Llanelli, working with the centre management team and ensuring clear and appropriate learning objectives are set for formal and informal learning provision at the centre (including interpretation).
- Liaise with HQ Learning (based at WWT Slimbridge) and with other WWT centres to deliver agreed trust-wide objectives for Learning, ensuring these are integrated into the centre's plan and programmes. Learn from and contribute to WWT wide initiatives as appropriate.

- Undertake systematic monitoring, evaluation and improvement of learning programmes using both external and internal feedback to ensure objectives are being met.
- Work closely with other departments at Llanelli on the development of learning programmes including events, activities and trails targeted at agreed audiences with clear learning objectives.
- Be aware of the relevant external issues and agendas in Wales impacting on learning work and review centre plans in light of these.
- Maintain up to date awareness of local fundraising opportunities and manage any funded programmes at WWT Llanelli, liaising with HQ Learning and Fundraising in this context.

### **3. Programme Management and Delivery**

- Support the learning team in delivering formal and informal learning sessions on the ground, including leading sessions with school groups and delivering weekend events and activities as required.
- Develop session plans and resources and review sessions regularly to ensure they continue to meet schools' needs and WWTs strategic objectives.
- Take appropriate measures to ensure that the centre's learning activities comply with all appropriate health and safety and safeguarding policies and procedures.
- Set annual learning budget and effectively utilize this budget to deliver effective formal and informal learning activities.
- Work closely with the Centre Manager, to develop, promote, deliver and evaluate informal learning programmes including events, activities and trails targeted at agreed audiences with clear learning objectives.
- To review and update interpretation, ensuring that all materials are designed and produced in line with WWT's Brand guidelines.

### **4. Achieving Key Performance Indicators**

- Achieve or improve on agreed budget targets (revenue, expenditure and visitation). This includes monthly reporting and monitoring of visitor numbers and management accounts and the formulation of the annual departmental visitor targets and budgets with the support of the Centre Manager and HQ Learning as appropriate.
- Work closely with the Marketing Manager to effectively promote the centre's formal and informal learning activities.

### **5. Centre Management Responsibilities**

- The Learning Manager is a member of the centre's management team and is expected to positively contribute and work closely with other managers to ensure centre operations run smoothly.
- As a member of the management team this role involves working as a Duty Manager on a rota basis, including some weekend duties.
- This role requires you to become a trained first aider and undertake first aid duties on a rota basis as required.
- Assist with updating Facebook, Twitter and WWT Llanelli website with news worthy stories and to promote events, activities, etc.

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.

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**Date raised:** November 2013

**Amended:** February 2019

# Person Specification

## 1. Qualifications

### **Essential:**

- Educated to degree level or equivalent, preferably in education or an environment related subject
- Education qualification or equivalent experience

### **Desirable:**

- Fluent Welsh speaker
- Teaching qualification
- Post graduate qualification
- First Aid at Work qualification

## 2. Experience

### **Essential:**

- Demonstrable experience of working in a learning environment
- Demonstrable experience of having managed a team
- A commitment to conservation/environmental education
- PC skills with good working knowledge of word, excel, PowerPoint and outlook
- Experience of working outdoors with children, using the natural environment as a learning resource
- Awareness of school curricula and experience of working with them

### **Desirable:**

- Experience of working in a public facing/conservation learning body
- Experience in audience development through outreach programmes and projects
- Experience in different methodologies for visitor engagement, consultation & evaluation
- Use of Adobe Creative Suite software
- Duty management experience in a public facing environment

## 3. Managerial & Supervisory

### **Essential:**

- Ability to recruit, manage, train and develop staff and volunteers
- Ability to motivate and positively lead a team to achieve objectives
- A self-starter capable of prioritizing to balance deadlines & workloads
- Ability to manage people, information & resources
- Excellent communication & interpersonal skills

### **Desirable:**

- Management training including HR procedures

Type of staff	Number managed	Number supervised
Employed Staff	2	2 - 5
Volunteers / Casual Workers	25	5 – 10

## 4. Responsibility

### **Essential:**

- Demonstrable ability and willingness to lead in the centre and externally
- Ability to manage organized groups, public, school visits, events and activities
- Proven ability to manage budgets & resources
- Ability to manage and develop successful learning programmes and resources for learning groups (formal and informal)
- Programme planning & standards monitoring

### **Desirable:**

- Experience in managing relations with external funders

### **Levels of Responsibility:**

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£3,000
Cash Handling	£250
Assets (required for job, exc. buildings)	Computer, telephone, WWT uniform (T-shirt, hat & fleece), centre/department keys & learning materials
Visitors (per annum)	Circa 4,000 pupils Circa 55,000 general visitors

## 5. Creative Ability

### **Essential:**

- Ability to design, deliver and evaluate formal and informal learning programmes
- Ability to develop programmes and materials for a range of learning audiences both in print and online
- Creative approach to problem solving
- Demonstrate innovation, creativity and design skills, while following WWT style guidelines

## 6. Contact

### ***Essential:***

- Excellent interpersonal skills with the ability to communicate, motivate and engage with a wide range of audiences
- Ability to deliver WWT's core messages
- Ability to present a prepared case to external groups

### ***Desirable:***

- Ability to develop creative working partnerships with external organizations and individuals
  - Experience in using social media to market to schools and other groups
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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 Llanelli, some travel may be necessary therefore a current driving licence is essential as is willingness to travel to other WWT Wetland Centres.