

Learning Officer

Grade: 6

Directorate: Operations

Location: WWT Slimbridge Wetland Centre

Reporting to: Learning Manager

Main function of post: Development, delivery and evaluation of the Centre's formal & informal learning programmes. Consistently deliver engagement activities and tasks which have agreed objectives and messaging to a high standard helping exceed visitor experience targets. Facilitate the Work experience and Duke of Edinburgh Bronze Award programmes across the Centre. Support in managing learning environments to provide excellent visitor experiences.

Supervisory responsibilities: To work alongside volunteers encouraging, developing and supporting them in their work for WWT, ensuring that they have a positive volunteering experience.

Main duties of the post

1. Provide assistance in the planning and consistent delivery of enquiry based formal learning to schools, colleges and universities.
2. To facilitate learning activities for other booked visitor groups including uniform, youth community and special needs groups.
3. Assist with the administration for the department including liaising with formal learning groups, taking bookings, sending pre-visit information and paperwork, following up visits with feedback requests and updating our ThankQ database.
4. Assist with preliminary visits and teacher taster events, develop techniques to pro-actively promote opportunities to visit, adapting to relevant National Curriculum subjects and themes, seasonal highlights at the centre, national WWT themes or celebrations which are essential to boosting visitation and achieving budgeted targets.
5. Plan, facilitate and evaluate the Work experience and Duke of Edinburgh Bronze Award programmes across the Centre with relevant teams.

6. Assist in planning and delivering the centre's informal learning programme. This includes preparing for and leading holiday and weekend event activities in line with national themes and the Slimbridge 2020 activity plan, e.g. Puddle jumping, Santa at Slimbridge, Summer science and children's birthday parties.
7. Support the Learning Manager in monitoring, evaluating and developing the centre's formal and informal learning programmes as required.
8. To work alongside a team of volunteers, helping to ensure they have a positive experience of WWT and are empowered to support our work and carry out their role.
9. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
10. Enhance visitor experiences and prolong resource lifespan by helping to maintain certain visitor facing areas including the school lockers, Pond Zone, soft play area in Toad Hall and the colouring/craft area in the cinema foyer.
11. To be responsible for engaging with the principles of the WWT Environmental Statement and Personal Sustainability Standards being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
12. Assist in implementing the appropriate standards, procedures and best practice as defined by the Learning Manager, Formal Learning Manager, Visitor Experience Manager and Head of Experience, Engagement & Learning.
13. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.
14. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.
15. 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
16. Form part of the duty first aid rota as required (first aid training provided)

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.

Person Specification

1. Qualifications

Essential:

- Educated to a degree or equivalent level in a relevant subject e.g. Biology, Environmental Science
- Teaching qualification (or equivalent) or substantial relevant experience
- The position is subject to enhanced DBS check

Desirable:

- Current driving licence

2. Experience

Essential:

- 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
- Experience of working with volunteers as part of a team
- Excellent standards in customer care
- Office or administrative experience, with working knowledge of Microsoft office, excel, powerpoint and outlook

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 in high volume, high quality operation/visitor attraction
- 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 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	2 – 3 daily
Contractors	0	0

4. Responsibility

Essential:

- Ability to independently & confidently run the learning programmes and visitor engagement activities
- Ability to sensitively handle confidential information and small amounts of cash
- Excellent time management
- Responsible for supporting the Learning Manager in 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	£50
Assets (required for job, exc. buildings)	Uniform, Resources
Visitors (per annum)	260,000 annual visitors to the centre, of which 7,000 are formal education visits.

5. Creative Ability

Essential:

- Ability to originate ideas and bring creative thought to the development and delivery of new learning programmes and visitor engagement activities
- Encourage enquiry-based learning during delivery of formal learning programmes

6. Contact

Essential:

- Regular and routine contact with other departments, volunteers, visitors and external organisations

Desirable:

- To represent WWT at external outreach sessions or events
-