



Job Description

Post: Learning Assistant **Grade:** 4

Centre: Llanelli **Directorate:** Learning

Reporting to: Learning Manager

Main function of the post: To assist with delivering a learning service to schools and the general public. To assist with volunteer training and the coordination of volunteers. To deal with bookings and administration of the learning department.

Supervisory responsibility: Volunteers and casual workers as and when required

Hours worked: 37.5 to include weekends, bank holidays and school holidays

Main duties of the post:

1. Assist with the delivery of WWT educational packages, both formal and informal, to school groups and other related groups
2. Assist with the delivery of activities such as pond dipping, guided walks and arts and craft sessions to the general public at weekends and during school holidays
3. To assist with the day to day running of the learning department, including bookings and other administrative tasks
4. Assist with the coordination of volunteers and assist with their training and development
5. To be responsible for maintaining, cleaning, setting up and clearing away equipment at the end of each activity session
6. To assist with the production of new activity material when necessary
7. To be responsible for the health and safety of visitors and staff participating in activities by
 - assisting with risk assessments for activity stations and other education-related activities

- following published guidelines for the health & safety of groups and in regards to WWT's child safety policy
8. Promote and encourage careful handling of pond life and collection birds to meet wildlife welfare needs and make sure the exhibits remain in good condition

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: August 2010

Date Amended: May 2011

Person Specification

1. Qualifications

Essential:

- Educated to GCSE (A-C) standard (NVQ Level 2) or equivalent in English Language

Desirable:

- Fluent Welsh speaker
- Educated in Welsh language to GCSE (A-C) standard (NVQ Level 2) or equivalent
- Current First Aid certificate
- Teaching/childcare qualification
- Environmental qualification

2. Experience

Essential:

- Experience of working in a customer facing environment
- Proven ability to communicate information and ideas in speaking so others will understand
- Excellent customer service skills
- Experience of working with a wide variety of people
- Experience of natural history and current environmental issues
- The ability to learn about these things further

Desirable:

- Experience of working in a visitor attraction or similar customer facing role
- Experience of working in and using the outdoor environment

3. Managerial & Supervisory

Essential:

- Ability to supervise and allocate task to volunteers and casual workers

Type of staff	Number managed or supervised
Permanent Staff	0
Supervised / Managed	0
Volunteers / Casual Workers	10

4. Responsibility

Essential:

- To be able to take responsibility for the delivery of learning activities to any visiting groups including setting up, clearing away and ensuring health and safety
- To be able to use initiative and take responsibility for own actions when dealing with the public
- To be able handle cash (e.g. voluntary donations)

Levels of financial responsibility

Type of Responsibility	Level
Expenditure (exc payroll)	0
Cash Handling	Up to £100
Assets (required for job, exc buildings)	0
Visitors (per annum)	0

5. Creative Ability

Essential:

- Although work is generally routine, an ability to be creative is required e.g. in delivery of appropriate instructions to different groups and reacting to the learning opportunities which may arise on any particular day or occasion
- An ability to find solutions to any problems which may arise
- The ability to use a variety of means to encourage learning – including a range arts and crafts activities

Desirable:

- Arts and crafts experience

6. Contact

Essential:

- Ability to present a prepared talk to a group of visitors in an engaging way
- Ability to liaise with other team members and staff

General Notes

This is a full-time position which will include working Saturday and Sundays as well as three other week days. There may be some work during evenings and on public holidays.