

## Learning Officer

**Grade:** 6

**Directorate:** Operations

**Location:** WWT Slimbridge Wetland Centre

**Reporting to:** Learning Manager

**What we need you to do:** 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. Support in managing learning environments to provide excellent visitor experiences.

**Work Pattern:** 15 hours per week (2 days 9am - 5.30pm) to be worked on a rota basis to include evenings, weekends and bank holidays, in line with business requirements.

This Fixed term contract April – September

## We shape unforgettable experiences

- Provide assistance in the planning and consistent delivery of enquiry based formal learning to schools, colleges, universities and groups
- Support the Learning Manager in monitoring, evaluating and developing the centre's formal and informal learning programmes
- Ensure that all visitors engaging in learning activities experience high standards of customer care and enjoy a positive experience of wetlands and WWT Slimbridge
- Assist with the administration for the department including liaising with schools and groups, taking bookings, sending pre-visit information & paperwork and following up visits with feedback requests
- 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, e.g. Nature Explorers, self-guiding family learning activities, sleepovers and children's birthday parties
- Develop techniques to recognise visitor segments and to provide tailored visitor experience recommendations and activities
- Work with other departments to create a suite of accurate, engaging seasonal and permanent interpretation to ensure a quality visitor experience
- Assist the Learning Manager/Retail, Admissions and Membership Manager in inducting, supporting and training the team of walks and talks volunteers
- Support the Walks and Talks champion (currently the Learning Manager) on development of a walks and talks programme including messaging. Help advise on the content and evaluate the quality of walks, talks, taking action where necessary to address concerns and embrace opportunities

## We are resourceful pioneers

- Reduce waste by helping to maintain department storage areas making sure equipment is stored properly, resources are used appropriately and materials recycled wherever possible
- 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
- 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 to help maximise boosting visitation

## We work together for a positive future

- Assist in implementing the appropriate standards, procedures and best practice as defined by the Learning Manager, Formal Learning Advisor and Head of Learning & Engagement
- Assist with preliminary visits and teacher taster events which are essential to boosting visitation and achieving budgeted targets
- Assist in training, supervising and updating departmental volunteers
- 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 WWT's child safety policy
- 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
- Continue to adapt to continuous change and the implementation of new initiatives within formal and informal learning.
- Form part of the duty first aid rota as required (first aid training provided)

## We do conservation

- Ensure WWT's environmental and conservation education principles and guidelines are met and delivered to the highest standards
- Ensure you are aware of and have a basic understanding of the centre's key features and conservation highlights and share such information with visitors where and when appropriate

## 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 Created:** January 2017

## **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:**

- Full driving licence

### **2. Experience**

**Essential:**

- Experience of working with school groups in an educational establishment or visitor attraction
- 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 and supervisory**

**Essential:**

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

Your team	Number managed	Number supervised
Permanent team	0	0
Casual workers	0	0
Volunteers	0	3 - 8

## 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
- 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 financial responsibility:

Your responsibilities	(Level (£'s))
Expenditure (exc. Payroll)	£0
Cash handling	£50
Assets (required for job, exc, buildings)	Uniform, Resources
Visitors (per annum)	230,000 annual visitors to the centre, of which 8,000 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 education 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

- 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 is a position that may routinely require you to work during weekends, public holidays and occasionally evenings, to meet the needs of the post