

Learning Facilitator



The Postal Museum opened almost four years ago, and since then has had enormous success with over 350,000 people through the doors. They have experienced the Museum, telling the story of the postal service across 400 years; Mail Rail, the underground railway that at one point carried more than 4 million letters a day; the Discovery Room, where they can track down the story of their postal ancestors; learning programmes; tours; community programmes and much more. In the short time we have been open, we have been nominated for numerous awards, had brilliant feedback on Trip Advisor, Facebook, google etc., and attracted a more diverse group of visitors than many other museums.

Based: Central London

Salary: £11,866 per annum (full time equivalent £19,777)

Contract: Permanent – Part Time

Hours: 21 hours per week (3 days) - Requests for flexible working arrangements will be considered.

Probation Period: 6 months

Start date: February 2022

Reports to: Access and Community Engagement Manager

Who We Are

The Postal Museum tells the story of postal communication and its impact on a global society

What We Do

We use our collection to explore stories around communication, and to inspire everyone to make richer and more meaningful connections in their lives

Our Values Are

- Openness
- Generosity
- Innovation
- Curiosity
- Playfulness

We Will

- Be open and generous in spirit and action
- Deliver innovation
- Communicate our stories with clarity and playfulness
- Be curious about people's stories and experiences

Strategic Objectives

Core

- Champion good communication and connections in individuals, families, communities and society
- Look after our collection and expand access to it
- Grow an increasingly diverse audience and enrich their lives

Supporting

- Develop and maintain a sustainable financial model
- Grow our partnerships across the country and around the world

PURPOSE OF THE JOB

As a Learning Facilitator you will support the development and delivery of the family and community engagement programmes. You will have some experience of delivering engaging experiences for children of different ages and understand how to communicate effectively with a range of people.

Whilst you may have experience working in museums, it is not essential. Your ability to facilitate engaging experiences is the focus. You will receive on-going training, including shadowing and supported delivery before you lead activities independently. Opportunities to explore the collections and discover how they can inspire audiences can be learnt through the engagement delivered with participants.

You will work within the Exhibitions, Access and Learning team. Some weekend and evening work will be required, and this will be notified and agreed in advance. Time off in lieu will be awarded in line with The Postal Museum's policy.

The post-holder will also be expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

JOB DESCRIPTION

Key Responsibilities and Duties

1) FAMILY PROGRAMME

- Supported by the Access and Community Engagement Manager, work with the other Learning Facilitator to plan and develop family programme activities, including facilitated workshops, resources and events.
- Supported by the Access and Community Engagement Manager, work with the other Learning Facilitator to plan the operational delivery of the family programme, including attending event planning meetings to share information, room bookings, space set-up and staffing.
- Deliver family programme activities including on-site sessions, virtual sessions and events.
- Supported by the Access and Community Engagement Manager, work with the other Learning Facilitator to produce information required by the Marketing and Communications team to promote the programmes.

2) COMMUNITY ENGAGEMENT PROGRAMME

- Working with the Community Programme Producer, support the development and delivery of the community engagement programme.

3) GENERAL

- Work with the Visitor Experience team and attend on-site morning briefings to raise awareness of the programmes.
 - Support delivery of activities across the Exhibitions, Access and Learning team, including school visits to the museum.
 - Attend relevant museum-wide all-staff meetings and training.
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OTHER ACTIVITIES

The post-holder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

PERSON SPECIFICATION

EXPERIENCE

(Essential criteria)

- Experience of engaging with children of different ages.
- Experience of developing and delivering activities for a family audience.
- Experience of working as part of a busy team.

SKILLS/KNOWLEDGE

(Essential criteria)

- An interest and willingness to learn the benefits of using the collection to inspire audiences.
- Committed to equality and diversity, particularly in relation to enabling access to the museum and collection.
- Ability to communicate effectively with a range of audiences.
- Self-motivated team player, able to work collaboratively.
- Strong interpersonal skills and sensitivity to different needs, approaches, interests and beliefs.

TO APPLY: Please send your completed application form and the equal opportunities form to applications@postalmuseum.org

CLOSING DATE: 10am, Monday 17th January 2022

INTERVIEWS: To be confirmed