

Designation:	Learning & Access Officer
Grade:	Stroud 4
Responsible to:	Museum Development Manager
Service Area:	Cultural Services
Post Number:	CUL1205

ESSENTIAL CRITERIA

QUALIFICATIONS

- Educated to degree standard or above; or relevant equivalent experience
- Qualified Teacher Status (QTS) or equivalent

EXPERIENCE

- Developing, delivering & evaluating learning programmes
- Managing budgets

SKILLS & KNOWLEDGE

- Proven teaching and facilitation skills
- Ability to understand and interpret museum collections for target audiences
- Able to develop a good rapport with learners of all ages, abilities and learning styles
- Can motivate learners and differentiate sessions to respond to needs
- Application of health and safety knowledge to learning activities
- Understanding of the principles of access and equality
- Excellent communication skills both verbal and written
- Excellent people and organisational skills
- Knowledge and understanding of learning development in the widest sense
- A demonstrable interest in local history and heritage
- ICT literate (including Microsoft, *Office*, e-mail & internet)

PERSONAL ATTRIBUTES

- A problem-solver with an aptitude for creativity
- Calm under pressure and ability to adapt to changing work environments
- Flexibility and adaptability in dealing with the day to day demands.
- Able to 'sell' products, services, ideas and concepts to people
- Ability to work independently of supervision, to plan and prioritise work across a broad range of responsibilities.
- Committed to providing excellent customer service
- Empathetic to customer needs
- Ability to work with a diverse range of individuals in a small team
- Pleasant, professional manner
- Personal presentation commensurate with public facing service

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Flexibility to work to suit the Museum's opening hours and programme/ booking requirements

DESIRABLE CRITERIA

EXPERIENCE

- A relevant museum sector qualification
- Staff supervision
- Museum/heritage or gallery experience

SKILLS & KNOWLEDGE

- Awareness of Safeguarding
- A demonstrable interest and knowledge of local history
- Evidence of training in customer care
- Appreciation of issues involved with working with volunteers and casual staff
- Applicable Health and Safety

CORE COMPETENCIES

1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.