Stourbridge Glass Museum

**Job Title:** Learning and Public Programmes Officer

**Salary:** £13,500 3-year fixed term contract

**Hours:** 21 hours per week on a flexible basis to include weekend and evening duties

**Location:** Stourbridge Glass Museum

**Reporting to:** Museum Director

**Purpose of Job**

The post holder is responsible for delivering the Museum's learning and integrated programme on site and via outreach across the West Midlands as set out in the NLHFActivity Plan, to extend public understanding of the Museum's heritage and serve the communities of the area.

**Key Accountabilities**

* To deliver the site wide informal events, learning and activities programme in partnership with private and voluntary sectors and with artists and arts organisations
* To develop and deliver the formal schools and colleges education service
* To deliver on community cohesion and cultural and creative learning through heritage, arts and cultural industries
* To provide strategic event, volunteer and learning expertise

**Main duties and responsibilities**

* Devise, develop and deliver high quality annual programme of heritage and creative projects, exhibitions, events, cultural activities on site and as outreach across Stourbridge and the West Midlands area to engage and develop audiences and participants
* Devise, develop and deliver high quality learning services - public activities; workshops; tours; publications; learning 'Tool-kits'; and learning materials for visitors, stakeholder community groups, schools, colleges, etc; to ensure coherent services to learning participants, educators and tutors
* Working in partnership with private and voluntary sector organisations, and with artists and arts organisations, deliver on the site-wide events programme
* Provide the lead and ensure that the events programme is integrated to deliver high quality engagement in heritage ensuring the programme maximises community engagement in all activities
* Utilise the displays and collections as the context on which to build the programme; develop the programme using the interpretation and collections as inspiration for content
* Plan, monitor and control the budget income and expenditure to ensure value for money and to remain within annual budget limits
* Undertake income generation activities within the programme to meet income targets, and increase earned income through the sale of tickets and publications, and write and submit grant applications to support the programme
* Maintain evaluation mechanisms for the learning, activity and public programme and act upon feedback received as required
* Undertake individual projects as required, including both direct delivery and the organisation of contractors, suppliers, consultants, artists and performers giving

direction and supervision through project management and contracts management

* Liaise with partners in other heritage establishments to develop joint educational sessions as appropriate
* Develop services to meet the diverse needs of customers and maintain high quality standards

**Other Tasks:**

**Duty Manager and Site Presentation**

* Share the role of Duty Manager with other paid staff, to ensure consistent cover at all opening times and events, including weekends and evenings
* Ensuring the Museum is well presented to visitors and monitor the welcome given by volunteer Visitor Assistants and Tour Guides

**Customer Care**

* Promote the highest standards of Customer Care and ensure that all staff and volunteers have the information to enable them to deliver an excellent service to visitors
* Supervise the day-to-day provision of facilities and care for special needs visitors, the disabled and children, including manual wheelchairs, lifts and ramps where available

**Marketing/Promotion/Evaluation**

* Organise the delivery of promotional events
* Create links with other heritage sites in the area
* Oversee the evaluation programme including visitor surveys as required

**Volunteer Management**

* Be responsible for the day-to-day management of the volunteers in areas covered by your duties

**Health and Safety/Security and Fire Prevention**

* Create risk assessments for all learning activities and contribute to maintaining a safe working environment for staff, volunteers and visitors
* Follow all recommended fire-prevention and security regulations procedures and practices

**General**

* Carry out such additional duties as shall be reasonably requested by the Museum Director
* Co-operate fully with other staff, volunteers, trainees, residents and tenants at the Property

**Person Specification**

* A degree, relevant professional qualification or equivalent vocational training
* Knowledge and experience of delivering a programme of learning, events and outreach
* Exceptional communication skills both written and oral, and via website and social media
* Proven ability to meet deadlines and to write accurate and timely reports
* High degree of self-motivation and dedication to the project
* Experience of managing volunteers
* Knowledge of collection care, conservation and the built environment
* A background knowledge of lifelong learning
* Sound ICT skills
* Understanding of Equal Opportunities
* Experience of working as part of a team, and reporting to a line manager and a charitable trust