



Learning Support Officer

Job Title:	Learning Support Officer (2 Year LTA)
Grade:	Pay Band 13
3C's:	Level 3 (EO)
Responsible to:	Education Services Officer
Responsible for:	MNH Volunteers
Location:	The job will be based at the service headquarters at the Manx Museum, Douglas but will require work at other locations throughout the Island.

Organisation

Manx National Heritage (MNH) is the trading name of the Manx Museum and National Trust. It functions as the national heritage agency for the Isle of Man and is a registered charity that receives some financial support from the Isle of Man Government and raises its own funds through trading operations and fundraising.

MNH manages approaching 3000 acres of Manx 'National Trust' land together with 13 principal admission sites, a range of buildings and a number of field monument sites.

The educational function of Manx National Heritage is embedded as a core activity of the organisation, with The Manx Museum and National Trust Act (1959) stating:

'that the Museum shall be held by the Trust as a Public Museum, Library and Art Gallery and also for any purpose of a historical, scientific, archaeological, ecclesiastical, physical, industrial or educational character with or incidental to a Public Museum, Library or Art Gallery'.

Manx National Heritage Statement of Purpose

"Manx National Heritage exists to take the lead in protecting, conserving, making accessible and celebrating the Island's natural and cultural heritage for current and future generations whilst contributing to the Island's prosperity and quality of life."

Our success will be judged by the achievement of;

- Responsible management of the Isle of Man's natural and cultural heritage
- Accessible assets and services
- Co-ordinated natural and cultural heritage activity on the Island

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- Being accepted as an essential part of the visitor economy
- A positive working relationship with our supporters and members
- Delivery against agreed performance measures
- MNH internationally respected as a National heritage organisation

Job Purpose

The successful planning and delivery of high quality and creative education programmes and resources using the wide portfolio of museums, outdoor sites and collections making them relevant to our increasingly diverse learning audiences.

What does that involve?

You will-

- Provide front-line support for schools and community learning enquiries as the lead booking administrator/teacher liaison.
- Plan and deliver formal educational programmes from early years children to secondary KS4 students.
- Develop teaching guides and resources for MNH museums and galleries.
- Seek creative methods of delivering key elements of the Manx National Curriculum.
- Assist in the planning of teacher CPD events with the Education Services Officer.
- Work with curatorial partners to provide access to museum collections.
- Develop online learning/teaching resources and educational loan-box programme as part of the Education services initiative 'Museum on the Move'.
- Increase the volume of educational materials available on the MNH website 'Learning Pages'.
- Administer work experience placements.
- Report on qualitative and quantitative feedback to measure KPIs.

Education forward planning

- Deliver high quality educational programmes at MNH principle museums, sites/monuments and MMNT land and ASSIs.
- Contribute in planning and strategically developing the educational remit of Manx National Heritage to meet the aims, objectives and priorities of the MNH Forward Plan.
- Work with Educational Bank Staff and MNH Volunteers to deliver well organised, high quality and effectively resourced educational programmes.

Safe & Welcoming Spaces

- Ensure educational events are delivered safely and in accordance with MNH Health and Safety Policy including reviewing and signing off event risk assessments and safety plans using the guiding principles of the Visitor Safety Group.
- Be a MNH Safeguarding Champion and ensure MNH safeguarding standards are embedded in all areas of planning and delivery.

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Educational Performance & Development

- Ensure the delivery of the Manx National Heritage Learning Plan.
- Identify and report on KPI'S related to the Education Services programme delivery against planned (GLOs) generic learning outcomes - <https://www.artscouncil.org.uk/measuring-outcomes/generic-learning-outcomes#section-1>
- Work with the Education Services Officer and Public Engagement Manager, to identify opportunities for learning.
- Contribute expertise to planning MNH Events programme.

Performance Management and Improvement responsibilities

- All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews.
- Identify relevant CPD opportunities

Key Relationships

- Work with island teachers.
- With the Education Services Officer act as liaison with DESC.
- Liaise with other educational professionals to maintain keep up-to-date with current practices, policy, techniques and technology.

Safeguarding

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the Safeguarding Policy and any associated guidance is an essential requirement of all employees as is participation in related mandatory training.

Equality

You will strive to promote equal opportunities at all times and encourage the widest level of engagement, from the widest range of audiences, removing barriers to education and ensuring diversity in public and educational programmes.

Integrity

All Manx National Heritage staff are expected to recognise that public service requires the highest level of personal integrity. Each officer has a personal responsibility to respect the needs and values of fellow staff users, visitors and residents. The mission of the organisation is to protect and promote the cultural and natural heritage of the Isle of Man and the post-holder will need to demonstrate their commitment to this.

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What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Relevant degree or equivalent vocational qualification in a subject appropriate to museum education	D	CV/Checks
A teaching qualification	D	CV/ /Checks
Willingness to undertake further personal development and qualifications as required for the fulfilment of the role	E	Interview
Build supportive relationships with teachers and stakeholders	E	CV/Interview
Is professional and credible	E	Interview
Capability		
Minimum of 2 years' relevant experience in delivering educational programmes in a formal educational setting	E	CV/Interview
Skills to lead and plan with volunteers and community groups	D	CV/Interview
Experience of using museum collections, artefacts or archives in educational programmes	D	CV/Interview
Knowledge and awareness of diverse learning audiences	D	CV/Interview
Competent in the use of IT programmes and software	E	CV/Interview
Knowledge of web-editing and online content uploading	D	CV/Interview
Confident and approachable communicator	E	CV/Interview
Demonstrate evaluation methods to assess learning	E	CV/Interview
Analysis and report writing skills	E	CV/Interview
Knowledge of Health & Safety legislation and able to conduct and review risk assessments	E	CV/Interview
Knowledge and experience of best practice in the safeguarding of vulnerable people	E	CV/Interview
Character		
An inspired and creative educator	E	CV/Interview
Has an interest in cultural and natural heritage	E	CV/Interview
Self-motivated	E	CV/Interview
Positive and innovative	E	Interview
Resilient	E	Interview
Approachable and flexible	E	Interview
Trusts and is trusted	E	Interview
Has positive energy and drive	E	Interview
Inspires, motivates and empowers	E	Interview
Other requirements		
Valid driving licence	E	Application /Checks
Isle of Man Worker	D	CV/Interview
Own vehicle for work	D	CV/Interview
Satisfactory Enhanced Police Check	E	Checks
Able to carry out physical tasks such as transporting teaching resources to heritage monuments and sites	D	Interview