

JOB SUMMARY

Post Title	Education Officer						
Job Family	Service Delivery	Pay Range	08	Line Manager to others?	No	Role profile ref	SD08
Service Area	Community Services						
Line Manager	General Manager and Curator						
Location	Dinosaur Isle Museum						

Job Purpose			
Manage and deliver the schools and public engagement offer at Dinosaur Isle Museum. Serve as a duty manager to support the safe and efficient operation of the museum.			
Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)			
<ul style="list-style-type: none"> Manage bookings and advise customers, providing a high-quality schools and public engagement offer to maximise income. Ensure GDPR compliance of education service records. Lead the delivery of the schools and public engagement offer, providing rotas and accurate booking details in a timely manner ensuring efficient operation of the service. Collaborate with heritage and education colleagues to grow an innovative education offer. Interact with museum visitors to provide an engaging visitor experience. Play an active role in developing the museum's offer delivering both formal and informal schools and public engagement within the museum, via outreach and at specialist interest events. Be a proactive member of the wider education and museums community, representing the museum in partnerships and relevant forums, ensuring the museum remains engaged with grant awarding bodies. Maintain and enhance the museum's education collection. Work with collections staff to develop displays, web and other published content. Serve as a duty manager to ensure the safe and efficient operation of the museum. Generating income by ensuring that the public have an enjoyable and memorable experience visiting the museum. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Relevant practical experience of working with and understanding of the relevant legislation, statutory frameworks / requirements and good practice guidance.	<i>Applied working knowledge of the national curriculum, and safeguarding. Thorough understanding of health and safety requirements in relation to leading school and public fieldtrips on the coast.</i>	x	
Practical knowledge of a range of procedures and specialist equipment to support clients.	<i>Experience of the use of museum resources to provide services for visiting groups.</i>	x	
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>Experience of working with partner organisations including schools, other museums and the Museum Development Officers.</i>	x	
Sensitivity and empathy to build trusting and supportive relationships.	<i>Ability to work with colleagues, both employed and voluntary, building collaborative and supportive relationships.</i>		x
Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.	<i>Proven ability to adapt museum resources to meet the needs of customers.</i>	x	
Proven ability to build and maintain constructive working relationships with a range of people.	<i>Experience of working collaboratively, and maintaining relationships with interest groups, and partner institutions, such as schools, universities and community groups.</i>	x	
Proven ability to research, analyse and present complex information.	<i>Track record of producing relevant educational information/work/activity sheets for museum users.</i>		x

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Proven ability to prioritise own workload and achieve deadlines.	<i>Self-motivated to deliver the priorities of the museum. Excellent time keeping</i>		x
Literate and numerate. Ability to maintain required records.		x	
ICT skills including use of Microsoft applications.	<i>Competent in use of standard Microsoft office applications.</i>		x
Proven ability to communicate one to one and in small groups.	<i>Experience of working with the public to deliver informal and/or formal educational activities both in and outdoors.</i>	x	
Proven ability to manage challenging behaviour in clients.	<i>Experience of working in a customer facing environment, dealing with school groups and members of the public.</i>	x	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		x	
GCSE level qualifications or equivalent.	<i>Maths, English, biological and or geological sciences</i>	x	
Relevant vocational / professional qualification.	<i>Relevant graduate or post-graduate teaching qualification</i>	x	
European Computer Driving Licence or equivalent.			x
Other Requirements			
<i>Prepared to work outside of normal office hours or on weekends or events. Undertake any other duties commensurate with your grade and role.</i>			
Organisation Structure (optional)			