



## Job Description

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### Learning Officer

**Grade:** 5

**Directorate:**

**Location:** WWT Washington Wetland Centre

**Reporting to:** Learning Manager

**Main function of post:** To assist in the planning and delivery of both formal and informal learning activities and visitor engagement at WWT Washington, including delivering our Generation Wild puppetry sessions.

**Supervisory responsibilities:** Occasional supervision of learning team casual workers and volunteers

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### Responsibilities of the post

1. Provide assistance in the planning and consistent delivery of enquiry based formal learning to schools, colleges, universities and uniform groups.
2. Assist with the delivery of our Generation Wild programme, in which school groups meet “Ava”, a half girl/half Osprey puppet. This will involve training in puppetry to deliver regular performances to key stage 1 and 2 children.
3. Assist with the administration for the department including liaising with school groups, taking/recording bookings and sending pre-visit information and paperwork.
4. Assist with preliminary visits and teacher taster events which are essential to boosting visitation and achieving budgeted targets.
5. To assist the Learning Manager in the planning and delivery of informal activities including holiday activities and events.
6. To create interpretation materials, to celebrate seasonality on site and convey WWT key messaging, informing visitors as to what can be seen during their visit and why it is important and exciting.

7. To support the culture of visitor engagement at the centre.
8. To provide support to other departments in the delivery of engagement activities such as walks and talks.
9. Support the Learning Manager in monitoring, evaluating and developing the centres formal and informal learning programmes.
10. Assist in training, supervising and updating casual learning staff and volunteers.
11. Ensure you are engaged with WWT's internal communication channels keeping yourself informed and up to date with the progress that WWT is making and the work that we undertake to save wetlands for wildlife and people.
12. To work alongside volunteers encouraging, developing and supporting them in their work for WWT, ensuring that they have a positive volunteering experience.
13. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.
14. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
15. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
16. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

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**Date raised:**

**Amended:**

# Person Specification

## 1. Qualifications

### ***Essential:***

- Educated to A-level standard or equivalent in a relevant subject e.g. Biology, Environmental Science or Education.
- The position is subject to enhanced DBS check.

### ***Desirable:***

- Educated to Degree level or equivalent in relevant subject.
- Teaching qualification or substantial relevant experience.
- Full driving license

## 2. Experience

### ***Essential:***

- Experience working in a customer facing environment.
- Experience of working with school groups in an educational establishment, visitor attraction or in the outdoors.
- Experience of working with families through designing and delivering informal learning activities.
- Office or administrative experience, with working knowledge of Microsoft Office, Excel, Powerpoint and Outlook.
- Excellent standards in customer care.

### ***Desirable:***

- Experience of delivering learning outside the classroom and using the natural environment as a resource.
- Having used enquiry-based learning techniques
- Experience of working within a busy visitor attraction.
- Experience of working with volunteers as part of a team.
- Interest in and knowledge of wetlands, wildlife and conservation issues.

### 3. Managerial & Supervisory

**Essential:**

- Provide support to the Learning Manager in recruitment, supervision, training and support of a small volunteer group.

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	0	0
Volunteers	0	7
Casual Workers	0	0

### 4. Responsibility

**Essential:**

- Commitment to ensure the health, safety and welfare of all staff and visitors to the centre.
- Ability to independently & confidently deliver learning sessions and public activities.
- Ability to sensitively handle confidential information.
- Excellent time management.
- Responsible for supporting the Learning Manager in the training and support of volunteers within the team.
- Ability to prioritise workload to ensure longer term projects are completed as well as daily duties.

**Levels of Responsibility:**

Type of Responsibility	Level (£'s)
Budget Responsibility	0
Income	0
Project Size (normally managed)	N/A
Assets (required for job, exc. buildings)	0
Visitors (number per annum)	70,000

## 5. Creative Ability

### ***Essential:***

- Ability to originate ideas and bring creative thought to the development and delivery of new learning programmes and education activities.
- Encourage enquiry-based learning during delivery of formal learning programmes.
- Create accurate and engaging seasonal interpretation to ensure a quality visitor experience.
- Ability to fully engage with Generation Wild programme puppetry element, helping the children to see the character as believable.

### ***Desirable:***

- Experience of using puppetry or similar props.
- Experience in designing and delivering creative workshops with children and family groups.

## 6. Contact

### ***Essential:***

- Regular and routine contact with other departments, volunteers, visitors and external organisations.
- Interact with different age groups when operating centre events.
- Ability to develop good working relationships within Washington Team and WWT as a whole.
- Ability to build and maintain effective relationships with new and existing volunteers.
- Excellent verbal, written and interpersonal communication with teachers, visitors, supporters and other stakeholders.

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## General Notes

This position will require work during evenings, weekends and public holidays to meet the needs of the post.