

LEARNING AND COMMUNITY MANAGER

REPORTS TO: Chief Executive Officer

DEPARTMENT: Collections and Learning Department

MANAGES: Learning and Volunteering Officer, 2 x Learning Hosts

CONTRACT TYPE: Part Time / Permanent

HOURS: 30 hours per week

About Norton Priory

Norton Priory Museum and Gardens is operated by an independent, charitable trust, Norton Priory Museum Trust Limited. The Trust is dedicated to preserving and sharing the rich heritage of Europe's most excavated monastic site and the 900-year story of the estate.

This approach reflects the Trust's Mission Statement: *To conserve, champion and celebrate the heritage, landscapes and collections of Norton Priory for present and future generations.*

As a small, passionate team supported by a wider community of volunteers, the Trust strives to provide a warm, welcoming and valuable experience for all our visitors.

This role works with the Head of Collections, Archaeology and Heritage to develop and curate a high-quality and engaging learning programme which embeds Norton Priory's history, whilst also offering quality and rewarding experiences for volunteers throughout the museum and its work areas.

About the Role

The Learning and Community Manager is responsible for designing, delivering, and evaluating the museum's learning programmes and volunteer engagement initiatives, with the support of the Learning and Community Officer.

The postholder ensures programmes are inclusive, high-quality, and aligned with the Trust's collections, heritage, and learning objectives.

This is an operational leadership role focused on learning programme management, volunteer development, and community engagement.

Key Responsibilities

Learning Programmes

- Develop, deliver and evaluate formal and informal learning programmes for diverse audiences (including schools, families, adults and community group).
- Create resources, workshops and events which are accessible, inclusive and aligned with the Trust's Mission Statement and objectives.
- Collaborate with education partners, the local authority and other cultural organisations to extend the reach of the learning programme.

Volunteer Programme

- Lead the recruitment, induction, training and ongoing support of volunteers across Norton Priory.
- Work with Learning and Volunteering Officer to recruit / develop volunteers and maintain volunteer records.
- Develop volunteer roles which meet the Trust's need(s), whilst also providing meaningful experiences for those who volunteer.

Evaluation and Reporting

- Set targets and measure impact of volunteering programmes.
- Evaluate delivery of learning sessions as part of a policy of continuous performance.
- Evaluate volunteer programme recruitment and active volunteer satisfaction and enjoyment levels.
- Produce reports and case studies as required.

Responsibilities

- Ensure safeguarding, health and safety and data protection standards are upheld.
- Responsible for development of Norton Priory's volunteering programme.
- Responsible for Learning and Volunteering budgets.
- Line management of Learning and Volunteer Officer and 2 Learning Hosts.

Collaboration

- Work closely with Collections, Estate and Garden teams to embed heritage content into learning programmes.
- Work across departments as needed, avoiding silo working.
- Support public events, workshops, and participatory activities.
- Contribute to funding applications relating to learning and volunteering initiatives.
- Be an active participant in Operations and SMT meetings, providing managerial oversight and direction as part of Norton Priory's management team.
- Provide regular reports for quarterly Board meetings.

Person Specification

Essential

- Experience working in a charity, museum, heritage site, or similar setting.
- Strong background in volunteer management, including recruitment, training and supervision.
- Experience supervising volunteers or staff.
- Strong organisational, communication and project-management skills.
- Knowledge of inclusive and accessible learning practice.
- Excellent communication and interpersonal skills, with the ability to engage diverse audiences.
- Knowledge of safeguarding, equality and inclusion practices.
- Good time management skills.

Desirable

- Experience managing learning programmes in a museum, gallery, or other heritage context.
- Qualification in education, community engagement, heritage, or a related field.
- Experience developing school or community outreach programmes.
- Experience applying for and managing funding applications.
- Understanding of museum collections and heritage interpretation.
- Confidence with monitoring and evaluation frameworks.
- First aid and / or safeguarding training.

Team Responsibilities (*Applicable to all roles*)

- Support weddings, events and other public-facing programmes as required, including occasional evening and weekend work.
- Ensure the health, safety and wellbeing of yourself, colleagues and visitors at all times.
- Act as a positive ambassador for the museum and charitable trust at all times.
- Undertake Safeguarding and First Aid training.
- Assist with cleaning and preparation of internal spaces for daily opening and special events, which may be outside normal opening hours.
- Conduct pre-opening daily site checks to ensure all areas of Norton Priory, including outdoor spaces, are safe, secure and ready to welcome visitors. Log any concerns as a matter of priority with the Team Leader or relevant manager.
- Work collaboratively with colleagues and volunteers to provide a welcoming and inclusive visitor experience.
- Treat colleagues and volunteers with respect to foster a supportive and trusted working environment.
- Represent the Trust in a professional and positive manner at all times.
- Support the Trust's commitment to sustainability by following environmental best practice (for example, recycling) and encouraging eco-friendly practices across the Norton Priory estate.
- Carry out other duties that may reasonably be required in line with the level and nature of the role.