

Job Description and Person Specification

Job title:	Education and Learning Facilitator
Salary:	£10.81 per hour or £2,818 per annum (based on working hours)
Working hours:	5 hrs per week, with additional hours offered based on business need
Contract type:	Permanent
Reporting to:	Education and Learning Officer

About us

Norton Priory Museum and Gardens is a leading visitor attraction in the Liverpool City Region. Situated in Runcorn, Cheshire, the site extends to 42 acres and is recognised as Europe's most excavated monastic site. Spanning 900 years of history, Norton Priory is a key cultural venue, hosting a range of events and from April 2023, will become one of Arts Council England's National Portfolio Organisations.

The site is operated by The Norton Priory Museum Trust Limited, an independent charitable trust, which was founded in 1975. Key features of the site include the medieval remains of the priory, the Georgian walled garden, the visitor centre, which includes the medieval undercroft and two exhibition galleries, and the woodland which includes summerhouses, play areas and a stream glade.

We pride ourselves on providing a high-quality visitor experience and a warm welcome to all our visitors, which means customer care is central to all we do. The Trust's mission statement outlines the key elements of the work of the Trust and of the organisation's priorities: *To conserve, champion and celebrate the heritage, landscapes and collections of Norton Priory for present and future generations.*

The varied nature of the work we do also brings opportunities for team members to be involved in a wide range of activities at the site. There is more information about Norton Priory on the website at www.nortonpriory.org.

Your job

As Education and Learning Facilitator, you will work as part of Norton Priory's Education team delivering the museum's education and learning offer. You'll be working with schools and sharing knowledge of the site's history and natural environments in an accessible and entertaining way with school pupils (mainly Early Years, KS1 and KS2), as well as delivering tours, events and workshops for museum visitors of all ages.

The majority of the work will be undertaken on site, but on occasions you may be asked to support work at community venues and at Halton Castle. Due to the nature of the museum and its grounds, some sessions are delivered outside, including those focussing on nature and biodiversity. Where appropriate, you will be supported by other team members, but this role will require sole delivery of sessions, so being confident, knowledgeable and approachable are key assets.

There will be times when our work will include front of house and other customer-facing activity, to support the wider work of Norton Priory Museum and Gardens. During term time, most of your work will be on weekdays, although you may be required to work on weekends in line with business need. In school holidays, the work is more likely to be spread across the week.

Working hours will include evenings and Bank Holidays. At peak times, your hours may exceed the contracted 5 hours. In these instances, any additional hours will be paid at the

usual hourly rate for this post. The additional hours will not be classed as overtime.

The Trust is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's Office. It is your responsibility to ensure your work on behalf of the Trust is compliant with these regulations.

Key functions of this job

Your work will include:

- Assisting the Education and Learning Officer in successful delivery of the aims and outcomes of Norton Priory's education programme.
- Delivery of a range of workshops, talks and activities to key audience groups including schools, adult learners, community groups and visitors to Norton Priory, both at the museum and off site.
- Working with other team members to assist in the development of broader Norton Priory activities and to raise awareness of learning across the site.
- Preparation and set up of equipment and facilities for delivery of sessions (including for off-site delivery) and monitoring of resources to ensure stocks remain consistent with demand.
- Undertaking evaluation and monitoring of educational activities, including collation of feedback.
- Support for Front of House duties in line with business need, and being part of the weekend rota. This will include using the till, handling money and responding to visitor enquires, in person and via telephone and email.
- Cleaning of spaces and daily checks to prepare for the day ahead, in accordance with the needs and demands of the site.
- Ensuring the safety of all visitors, participants, staff and volunteers at all times in accordance with operational procedures and the Trust's codes of conduct, including the safeguarding of young people and vulnerable adults.
- Providing a warm welcome to all visitors and participants at all times.

There are also a range of other aspects of the site which all team members are involved in. These include:

- Supporting team members with opening and closing the building at the start and end of the day.
- Providing cover for the front desk as required, for example at lunchtimes.
- Supporting the delivery of weddings and other private hire events. These events will include 'out of hours' working.
- Be part of a culture of continuous improvement, ensuring that Norton Priory remains at the forefront of cultural and creative excellence for the benefit of all.
- Any other duties commensurate with the role.

Please note that this role is subject to an Enhanced DBS check. A full driving licence and access to a vehicle is also required for this position. A generous pension scheme is also available to successful candidates.

Skills and Experience:

	Essential	Desirable	How Assessed*
5 GCSEs, including English and Maths.	✓		A
Proven communicator with experience of delivering workshops, tours and presentations, with the ability to adapt delivery style to meet audience needs.	✓		I / T
Experience of working with children and young people of different abilities and backgrounds.	✓		A / I
Experience of delivering formal or informal learning activities in a museum, heritage, education or community setting.	✓		A / I
Good understanding of the National Curriculum and learning in a heritage setting.	✓		A / I
A reliable approach, with good organisational and timekeeping skills.	✓		A / I / T
Proactive, with the ability to adapt to change quickly and easily.	✓		A / I
Engaging and enthusiastic, particularly when working with children, young people and vulnerable adults.	✓		A / I
Competent IT skills including good working knowledge of Microsoft Office products including Word, Excel and Outlook.	✓		A
Ability to work independently and as part of a team.	✓		A / I
Being committed to 'Team Norton', ensuring customer service and company values are upheld at all times through own actions and effective team working.	✓		A / I
Treat colleagues and external partners with respect at all times.	✓		A / I
Protect the reputation and brand identity of Norton Priory Museum and Gardens at all times.	✓		A / I
Values aligned to the organisation's commitment to anti-discrimination and equal rights for all	✓		A
Ability to work flexible hours, including term time, school holidays, evenings, weekends (on a rota basis) and Bank Holidays.	✓		A
Ability to travel, as this role includes outreach work.	✓		A
Experience of working in a museum, heritage or other cultural site or venue.		✓	A / I
Experience of working with volunteers, as part of a wider 'on-site' team.		✓	A / I
Teaching/Museum education qualification.		✓	A
Background, experience or qualification in relevant subjects – e.g. History, STEM, community engagement.		✓	A
Awareness of trends and best practice in the educational sector, including changes to the National Curriculum.		✓	A

***Note on 'How Assessed' section:**

A	Assessed via information provided on Application Form
I	Assessed as part of the interview process
T	Assessed as part of short Task during interview process