



The West House and Heath Robinson Museum Trust Job Description

Job Title: Learning Assistant

Location: Heath Robinson Museum, Pinner

Contract: Fixed term; 12 months with possibility of extension

Reports to: Learning Officer

Direct Reports: Learning Volunteers

Salary: £17,600 pa (£22,000 FTE)

Hours: 32 hours (4 days) per week to include regular weekend and occasional evening work

Overview

About West House:

West House is a centre for the community in Pinner Memorial Park. Originally bought by the people of Pinner as a memorial to the fallen of two world wars, it was restored and reopened in 2010. The house is run by The West House and Heath Robinson Museum Trust (HRMT); the site includes the Heath Robinson Museum, West House Dental, Daisy's Café, the Pinner Books of Remembrance shrine and Verden Gallery lettings space.

About the Museum:

The Heath Robinson Museum opened in 2016 and is the first museum in the world celebrating the work of artist and illustrator William Heath Robinson, best known for his illustrations of complicated gadgets for carrying out simple tasks. The Museum is a centre for the understanding and appreciation of Heath Robinson's life and work, and a base for the study of illustration as an art form. The museum is run by a small team of staff who are supported by over 100 volunteers across all areas of the museums operations. The museum houses collection of over 1000 Heath Robinson works owned by the William Heath Robinson Trust (WHRT). The museum contains a permanent gallery, activity studio and temporary exhibition space with special exhibitions quarterly on a wide range of subjects linking to Heath Robinson and art in general. This year the museum is celebrating Heath Robinson's 150th birthday making this an exciting time to join the team.

Main Purpose of Job

This role is part of the Adult, Family, Children and Schools Learning Team – a team which delivers an innovative and dynamic programme of events for adult, family and general audiences at the Museum in Pinner, external events and education sites and in the future online.

We are looking for a people-oriented, fun, creative, organised and confident person to fill the role of Learning Assistant. The successful candidate will deliver some of the current learning programs to schools and the general public and help develop and deliver new courses and events for different

audiences, including regular family themed afternoons in the museum on Sunday afternoons. In this role, you will help grow our school visit program and help reinstitute our community events program (temporarily reduced since Covid), holiday craft sessions for children and craft taster sessions for adults.

This is a varied and interesting role and presents a great opportunity to learn a wide range of skills and develop into a more senior learning role at the museum over the next few years.

Key Responsibilities

Learning activity delivery

- Deliver school visit sessions relating to Heath Robinson's work: using pictures to inform verbal and written narrative development and literacy, basic mechanics, inventions and gadgets, problem solving, learning through play, arts and crafts.
- Deliver holiday activities for children and families that relate to the Museum's collections or exhibitions.
- Help the Learning Officer develop and manage, efficiently and to budget, a learning programme for the Museum's learning visitors (who comprise over 50% of our annual visitor numbers) linking to the Museum's collections, exhibitions and programme of public events.
- Assist the Learning Officer with recruitment of new volunteers including advertising, interviewing, identifying roles and following up with feedback and start information.
- Assist the Learning Officer with recruitment of new free-lancers to deliver specialist activities, including advertising, interviewing, identifying roles and following up with feedback and start information.
- Manage volunteer/freelancers inductions, queries and complaints. Working to enhance and improve induction material and provide necessary support to new volunteers/freelancers.
- Create basic posters and promotional material for learning events.
- Managing school bookings, queries and invoicing.
- Work closely with key internal stakeholders – particularly Marketing, Operations and Curatorial teams – to ensure that the learning programme is visible, valued and integrated with the wider work of the Museum.
- Record and report event evaluation data to direct line manager (the Learning Officer) allowing measurement of the impact of the family programme to inform its on-going development.
- Ensure administrative support is given where needed.

Day-to-day operations

- Identify and source materials and equipment required for learning program delivery.
- Identify new learning program opportunities, new learning partners/collaborations or new audiences.
- Help organise and plan events, applying for the requisite permits and permissions and ensuring safety of all participants and volunteers.

- Report any cleaning and maintenance issues with equipment or the building promptly to the Museum Manager.
- Add event tickets to online ticketing system.
- General administrative tasks. Including answering visitor queries by email, phone and in person quickly and efficiently.
- Assisting with museum events. Including monitoring ticketing, setup and clean up, and providing hands-on assistance during the event.
- Help with advertising events, school visits and courses on social media and other channels.

Venue Hire

- Help manage Verden Gallery lettings in conjunction with the rest of the museum team including communications, bookings and staffing.
- Showing prospective customers the rooms and answering queries by phone, email or in person quickly and efficiently.

Person Specification

- Self-motivation and initiative; ability to take ownership of problems and resolve them effectively (Essential)
- Effective interpersonal skills to engage and work with a range of different audiences in a clear and confident manner. Exceptional ability to build personal and organisational relationships at all levels (Essential)
- Strong organisational skills: a proven ability to work on own initiative and in a team, to prioritise and manage own time to meet deadlines (Essential)
- Excellent communication skills: the ability to effectively represent the Museum through formal presentations, one-to-one meetings, written proposals, reports and promotional copy writing (Essential)
- Demonstrable flexibility in approach to work; able to adjust plans as necessary to meet overall ambitions of the Learning team and the Museum (Essential)
- Ability to successfully articulate, plan and deliver events (Essential)
- Knowledge of learning in museums, and passionate about engagement and participation best practice (Helpful)
- Proven knowledge of working with a range of learners, including those with learning difficulties (Desirable)
- Proven knowledge of working alongside colleagues/volunteers to deliver events/projects (Desirable)
- Computer literate with experience in the use of MS Word, Excel and PowerPoint (Essential)
- Good working knowledge of basic sciences (at primary school level), simple machines, energy transfer, invention (Desirable)
- Experience of developing engaging learning experiences in a heritage or other education setting (Helpful)
- Experience of successful working in diverse teams (Essential)

N.B. Equality and Diversity - We are an equal opportunity employer and value diversity. We do not discriminate on the basis of race, religion, ethnicity, gender, sexual orientation, age or disability status.

- Excellent written and verbal communications skills (Essential)
- Proficiency in social media platforms (Helpful)

Other Information

The post holder is expected to work 32 hours per week across 4 days; to include regular weekend working and occasional evenings as required. Core working days are Sunday, Monday and Tuesday with one other day to be arranged in discussion with the Learning Officer. Please note that as this job is public-facing, it is not suitable for home working and must be carried out onsite.

Annual leave entitlement is 23 days, including Bank Holidays, taken by mutual agreement with the Museum Manager and Learning Officer (Full-time equivalent 28 days).

A staff appraisal system is used, with a performance review annually.

Two months' notice of resignation must be given.

The post is subject to 3 months' probation.

An enhanced DBS check and two satisfactory references will be required before employment is confirmed.

To apply:

Please fill out an application form and email to welcome@heathrobinsonmuseum.org

Application forms can be found at <https://www.heathrobinsonmuseum.org/staff-vacancies/>

Closing date for applications: Wednesday 3rd August 2022, 5pm

Interview date: Wednesday 10th August 2022