



# Learning Programme Manager

## RECRUITMENT PACK

# Thank you for your interest.

Our people are at the heart of National Museums Liverpool (NML) and each employee makes a difference every day. Together we create memorable experiences for everyone and challenge expectations.

We pride ourselves on being a place for everyone where we can be our true selves in a supportive environment to do our best work. We are always aiming higher, aspiring to be more representative of the communities we serve and through our people, we are building a culture which embeds trust, respect, and inclusion helping us to evolve as an organisation every day.

With seven extraordinary museums and galleries housing and caring for 4m+ objects of international importance, exciting exhibitions, exquisite events, and imagination-inspiring learning we're certainly never dull. We hold in trust and safeguard some of the world's greatest museum collections, which are universal in their range – everything from archaeology and ethnology, natural and physical sciences, fine and decorative arts, maritime, social, and industrial history.

Whether you work in our shops and cafes, at our events, in our visitor experience, engagement, producing and communicating teams, curating, or caring for our collections you can be sure of an interesting, engaging and encouraging environment in which to thrive and be proud of.

You should find everything you need in this recruitment pack to help you decide whether you share our values and possess the right skills, experience, and knowledge to be successful in this role. Don't forget to explore [liverpoolmuseums.org.uk](https://liverpoolmuseums.org.uk) where you'll find a whole host of other information that will help you discover more about who we are and what we do.

We look forward to receiving your application.

**Laura Pye**  
Director

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## What you'll find in this recruitment pack

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# Mission

Creating memorable experiences for everyone - challenging expectations.

## Vision

National Museums Liverpool (NML) is a group of very different and wide-ranging museums and galleries; established more than 150 years ago as a complement and counterbalance to the museums in London and brought together in 1986 as a nationally funded group as a symbol of hope and regeneration and because of the global importance of our collections.

We are seven exceptional museums and galleries, sharing important stories from ancient times to today through our more than four million objects.

As an organisation we are **Welcoming, Honest and Educational**, and as a team we are **Trustworthy, Respectful, and Inclusive**.

By 2030 we want to be the best museum "league" in the world. A league recognised as the best of the best, like the Champions League, the NFL, or the Premiership, we want our museums and galleries to be places that everyone wants to see and that all stakeholders want to be associated with. In our buildings and online we will have world-class displays and engagement programmes that make everyone feel welcome. 'Off the pitch' our world-class collections and colleagues will be supported to be their best and given great facilities. We will embrace the fact that each 'team' in our league is unique with its own fan base and individual stars; but collectively we want to be a league that all museums will aspire to be part of, and which is recognised externally as being a leading example.

### In delivering this vision by 2030...

- we will have the most representative audience and colleagues' profiles within the museums sector in the UK.
- we will engage over ten million people each year: more than four million visitors to our museums and galleries and a further six million through digital engagement, touring exhibitions, and outreach.

- we will be a place where people want to work, are happy to work and proud to work together we will generate over £50,000 a day, more than half our turnover, through commercial business, grants, and gifts.
- we will ensure that we provide great facilities to look after our valuable collections and colleagues, with accommodation fit for the next 30 years.
- all schools in the Liverpool City Region will visit at least one of our museums and galleries each year.
- our museums and galleries will celebrate their unique identities and collections, play to their strengths, delight their different audiences, and make us proud.
- people will recognise us as a valued leader of cultural and economic growth for the city, city region and north of England and as one of the world's finest museum groups.

## Aims

To achieve our mission and vision we will focus on six strategic aims:

- Be more representative
- Be more self-sufficient
- Provide memorable experiences
- Partner and influence
- Engage and empower
- Be more Sustainable

We recommend reading our Strategic Plan to find out more about our ambition.

### Useful Links

- [Our Story](#)
- [Our Venues](#)
- [Strategic Plan & Annual Performance](#)
- [Senior Staff](#)
- [Board of Trustees](#)
- [RESPECT Group](#)
- [Partnerships](#)
- [Reports & Policies](#)

# Learning Programme Manager

<b>Directorate</b>	Audience & Media
<b>Department</b>	Learning and Participation
<b>Reporting</b>	Schools, Young People & Adults Lead
<b>Direct reports</b>	4
<b>Salary</b>	£29,553
<b>Contract</b>	Fixed Term - Maternity Cover until approx. September 2025
<b>Working Hours</b>	37 Hours
<b>Probation Duration</b>	6 months
<b>Holiday Entitlement</b>	28 days + 8 public bank holidays
<b>Location</b>	World Museum, Liverpool
<b>Closing Date &amp; Time</b>	8 <sup>th</sup> July 2024, 12 Noon
<b>Interviews</b>	W/C Monday 22 <sup>nd</sup> July

## About the role

### Job Purpose

This is a unique opportunity for someone with the passion, energy, and dedication to join our Learning & Participation team. The role is critical to delivering accessible and representative learning programmes at the World Museum Liverpool for children, young people, and adults.

The post holder will manage and help develop learning activity that engages children, young people, and adult learners of all ages. The role will contribute to the delivery of NML's 2030 vision to engage over ten million people each year and all schools in the Liverpool City Region will visit or engage digitally with at least one of our museums and galleries each year.

### What you'll be doing – Key Responsibilities

You will:

- Line manage the Learning Facilitator team at the World Museum who facilitate learning about history, space and the natural world for schools and groups of young people and adults in formal education.
- Work with this team and the wider Schools, Young People and Adults team to programme activities and share with relevant colleagues by season deadlines.
- Schedule the rota and manage annual leave requests to ensure we have the capacity to deliver activity for the Schools, Young People and Adults programme, as well as support the Public Participation programme.
- Be accountable for the management of the team's work programmes, income and visitor targets, finance management, staff training and welfare, and annual performance review.
- Work closely with our Box Office and Visitor Experience teams to manage the process of welcoming and looking after schools and groups who visit for either a paid-for workshop led by one of our facilitators, or a free self-led visit. You will need to be effective at communicating with our visitors and schools, ensuring that

they have a valuable and engaging experience.

- Work with multiple departments across the organisation to implement and deliver the learning aspect of our exhibitions and public programme, ensuring that the operations and delivery is consistent and sound. Your work may also include managing the development of new workshops or adapting existing workshops which includes sourcing external funding and providers for [The Kingdom of Benin](#) workshop.
- Support activity co-produced with education stakeholders who are members of our National Centre for Teaching Black History steering group. This may include supporting the evaluation of our new [The Kingdom of Benin](#) workshop and converting it for outreach; researching and testing ideas for new inclusive programming; and decolonising our existing workshops to be more relevant and meaningful for children and young people most affected by the legacies of transatlantic slavery.
- Maintain and grow relationships with schools, post-16 providers and community educators, to engage students and teachers with the World Museum, and wider NML offer.
- You will Contribute to embedding our Equality, Diversity and Inclusion strategy, interventions, policies and plans to help NML deliver on its journey to be a truly diverse and inclusive organisation.

#### **You'll be expected to:**

- Adhere to the standards expected of all public services as defined by the HM Treasury publication "Managing Public Money". Those standards are honesty, impartiality, accountability, openness, accuracy, reliability, transparency, objectivity, integrity, and fairness.
- o Assist in developing and implementing our commitment to Equality, Diversity & Inclusion and promote non-discriminatory practices in all aspects of work undertaken.
- o Continuing to grow their knowledge and skills through undertaking professional development, which is established with your manager through an annual performance development review.
- o Fully understanding of all our policies and procedures and actively using them in your day-to-day work - including Security, Health & Safety, Equality & Diversity and Safeguarding. You will actively uphold the Museums Association Code of Ethics.
- o Undertake additional duties from time to time, as required.

### **People Management**

- You will manage a team of five Learning Facilitators who will report to you directly.

### **Impact & Influence**

- Manage the operational delivery of the core learning programme at World Museum Liverpool to help us achieve our visitor and income targets.

- Opportunities to influence and contribute to our learning strategies and support projects such as the National Centre for Teaching Black History.
- Manage performance of your direct reports by setting clear annual objectives and targets and having monthly one-to-ones with the team to review these regularly.
- Manage absence and ensure you and your team adhere to NML policies such as safeguarding and dignity at work.
- Ensure consistent and quality delivery of the school programme as well as learning activities linked with special projects and exhibitions
- Support annual forecasting of number of sessions, people and income generated by the World Museum learning programme ensuring you meet deadlines to update Box office and relevant programming platforms with details of workshops and activities.

## **Decision Making**

- Responsible for the rota for schools and groups activity and for supporting the public participation team at weekends and during school and bank holidays.
- Respond to day-to-day issues that require trouble-shooting and problem-solving.

## **Communication & Networking**

- Attend regular (monthly) Schools, Young People & Adults team meetings.
- Attend other regular inter-departmental meetings about exhibitions, box office and marketing, Learning & Participation departmental meetings.
- Support special projects, partnerships and events developed by our three Learning & Participation engagement producers for (1) schools; (2) young people aged 16-18; and (3) adults.

## **Resource Management**

- Budget for operational equipment including handling objects/artefacts.
- Supervising care of objects and artefacts used in schools and groups workshops and activities.
- Schedule the weekly rota and calendar to effectively manage the school programme and facilitators
- Potential to commission external partners and service providers in agreement with Schools, Young People & Adults Lead.

## **Qualifications**

- Qualified to degree level or the equivalent lived experience.

## **Experience & Knowledge**

- Experience of managing a team of people and agreeing their work programmes and deliverable outputs.
- Experience of working within a school, educational or cultural organisation, to deliver inclusive, relevant, creative and audience-appropriate engagement activity and lessons/workshops.
- Experience of report writing, monitoring, and evaluating projects and programmes against strategic aims and objectives.

- Experience of managing performance against targets (funding and visitor numbers engaging in activities) and team performance (managing people).

## **Skills**

- Knowledge of related Key stage 2 and/or Key stage 3. History/Science/PSHE/Citizenship National Curriculum links, and the ability to develop education resources and activity.
- Awareness and understanding of the dialogue around decolonising museums/the curriculum and racial literacy around terminology and the language of anti-racism.
- Flexible approach and ability to work with others – you will be part of a team.
- A good understanding of team management and staff welfare
- A clear commitment to diversity and inclusion to ensure the museum content and activities are relevant and accessible to everyone.
- Excellent organisational skills including project planning, risk, and financial management.
- Clear communicator – able to convey important information in a manner that will maintain good, cooperative relations, and an excellent listener.
- Display high understanding of inclusive practices and be able to work flexibly (including evenings and weekends).
- Proficient using Microsoft Office 365 applications (i.e., Microsoft Word, Microsoft Teams, Outlook, Excel, PowerPoint, Microsoft Teams on a day-to-day basis) and ability to support basic tech for events.
- Excellent standard of written English.

## **Behaviours & Competencies**

- Excellent standard of written English
- Trust, Respect and Inclusion.
- Innovative & Ethical.
- Collaborative.
- Visitor-focused.
- Builds Capability/Agility.
- Achieves Results.
- Practices Accountability.

## **Additional Information**

- Location:
  - o The postholder will be expected to spend most of their time in Liverpool at the World Museum, in addition to the facility to work remotely.
  - o There are also hotdesking and meeting facilities in other locations within NML.
- DBS Check: Enhanced.

We are a Disability Confident Committed Employer committed to actively promoting and implementing equality of opportunity in all that we do. We value diversity and treat everyone fairly and equally. We ensure our recruitment process is inclusive and accessible and welcome applications from all backgrounds. We support our staff

through unexpected life changes providing an employee assistance programme and reasonable adjustments enabling employment.

This job description is a guide to the nature of the work required of the prospective employee. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.



### Employee Benefits

- Civil Service Pension Scheme
- 25% staff discount in all our shops and cafés
- Employee Assistance Programme
- THRIVE Buddy Scheme
- Employee Recognition Schemes (Good Deed Feed & GEM awards)
- Employee Benefits Portal: High Street discounts, retailer discounts, locally negotiated discounts, Cycle to Work Scheme, Travel Loan Scheme, Eyecare Scheme
- Access to The Charity for Civil Servants
- Access to the Civil Service Sports Council (CSSC)
- Recognition of two Trade Unions

### Staff Groups & Committees

- Equality Diversity & Inclusion Group (EDIG)
- Global Ethnic Majority (GEM) Staff Group
- Disability and Mental Health Staff Group
- Emeriti Staff Group
- LGBTQ+ Staff Group
- THRIVE Engagement Committee
- Ethics Group
- Environmental & Sustainability Task Force

## How to Apply

If you're still interested in becoming part of National Museums Liverpool, then what are you waiting for? You can apply for this role through our online recruitment platform in advance of the closing date.

Don't forget to provide an up-to-date CV along with a supporting statement that outlines why you're suitable for this role - highlighting relevant experience, knowledge, and skills in response to the requirements outlined in the job description.

If you require an alternative method for application or assistance with our online recruitment platform, contact the People team on [Recruitment@liverpoolmuseums.org.uk](mailto:Recruitment@liverpoolmuseums.org.uk).