Learning Facilitator
RECRUITMENT PACK

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Learning Facilitator

Directorate	Audiences & Media
Department	Learning & Participation
Reporting To	Learning Producer
Salary	£27,240 per annum
Contract	Maternity Cover (Fixed term for 1 year or until the post holder returns, whichever is sooner)
Working Hours	37 hours per week
Working Pattern	5 out of 7 days
Probation Duration	6 months
DBS Check Required	Enhanced
Holiday Entitlement	30 days plus public holidays
Location	Liverpool (World Museum)
Closing Date & Time	Thursday 12 November at 12 noon
Interviews	Week commencing 30 November 2026

About the Role

As Learning Facilitator, you will help deliver an engaging, inclusive and inspiring year-round programme of events, workshops and activities. Through these experiences, you will connect primary school children, young people, teachers, educators, home educators and post-16 learners with our collections, stories and spaces, encouraging curiosity, creativity and a lifelong love of learning.

You will champion the needs of these audiences through high-quality learning programmes for schools and other formal education groups. By creating welcoming and accessible experiences, you will drive engagement and help maximise the potential of our museums and galleries as places of learning, exploration and discovery.

Key Responsibilities

- Deliver an engaging year-round programme of learning events, workshops and activities aligned with departmental priorities, audience needs and income targets.
- Deliver a balanced programme of free and paid activities in line with the agreed annual framework.
- Facilitate learning experiences for schools and other formal education groups, ensuring sessions are inclusive, accessible and welcoming.
- Adapt learning activities to meet the needs of different audiences while working within agreed programme frameworks, organisational procedures and risk assessments.
- Assist the delivery of special projects, pilots, co-produced programmes, collaborations and other areas of innovation and growth.
- Contribute to the collection of participation data and audience feedback to support evaluation and continuous improvement.
- Support programme commitments across five out of seven days (pro rata), making effective use of rotas and internal systems.
- Provide guidance and assistance to colleagues, volunteers, interns and work placement students, as required.
- Set up learning spaces and provide basic technical support for events and

activities.
- Create signage and other simple promotional materials when required.
- Contribute to a positive culture of health and safety, safeguarding and inclusion across all activities.

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.
- Assist in developing and implementing our commitment to Equality, Diversity & Inclusion and promote non-discriminatory practices in all aspects of work.
- Continue to grow your knowledge and skills through the undertaking of professional development, which is established with your manager through an annual performance development review.
- Fully understand and adhere to all of National Museums Liverpool's policies, procedures and guidelines in your day-to-day work**,** including Security, Health & Safety, Equality & Diversity and Safeguarding. You will also actively uphold the Museums Association Code of Ethics**.**
- Perform additional duties from time to time, as required.

People Management

- No direct people management responsibilities; however, you may be required to support colleagues, volunteers, interns and work placement students as required.

Impact & Influence

- Contribute to departmental strategic priorities and audience engagement objectives through the delivery of high-quality learning programmes.
- Support the development and delivery of innovative projects, events, partnerships and collaborative initiatives that broaden participation and engagement.
- Help achieve departmental targets by collecting and evaluating data and feedback to continually improve learning activities and audience experiences.

Decision Making

- Make day-to-day decisions relating to the delivery and facilitation of learning activities, responding appropriately to audience needs while operating within agreed procedures, policies and risk assessments.

Communication & Networking

- Engage proactively with target audiences, including teachers and educators, to understand needs and ensure our activity is inclusive, accessible and offers a welcoming experience.
- Communicate confidently and effectively with a wide range of audiences, adapting your approach to suit different needs and circumstances.

Resource Management

- Prepare learning spaces, resources and equipment, including technical support, to ensure activities run smoothly and safely.
- Produce basic signage and promotional materials to promote programmes.
- Use rotas, internal systems and applications effectively to support operational delivery and record keeping.

Experience & Knowledge

- Knowledge of Key Stage 1 and 2 and/or Key Stage 3, 4 and 5 curriculum areas, including Art, English, History, Science, Citizenship and Personal, Social, Health & Economic Education.
- Experience of delivering inclusive, creative and audience-focused learning activities within a school, educational, cultural or heritage setting.
- Experience of collecting visitor data and feedback, using insight and reflection to help improve learning provision.
- Experience of delivering events and activities within a busy operational environment.
- Experience of presenting or performing to large and varied audiences.
- Experience of working confidently and appropriately with potentially vulnerable audiences.

Skills

- Ability to work flexibly with changing rotas, manage competing priorities and undertake routine administrative tasks.
- Ability to develop engaging learning resources, events and activities for audiences with a range of learning styles and needs.
- Awareness of discussions around decolonising museums and curricula, and an understanding of anti-racist practice and inclusive language.
- Understanding of creative learning approaches and pedagogies that encourage curiosity, creativity and innovation. Practical art skills may be advantageous for some posts.
- Excellent communication and presentation skills, with the ability to engage groups effectively, build positive relationships and communicate information clearly.
- Strong organisational and administrative skills, including planning activities, coordinating resources and supporting risk assessments.
- Proficient using Microsoft Office 365 applications (i.e., Microsoft Word, Teams, Outlook, Excel, and PowerPoint).

Behaviours & Competencies

- Works collaboratively and builds positive relationships with colleagues and audiences through an inclusive and empathetic approach.
- Remains calm, organised and adaptable in busy environments.
- Demonstrates a strong commitment to equality, diversity and inclusion, helping to ensure programmes are relevant, welcoming and accessible to all.

Additional Information

- Location: Liverpool (World Museum) will be your base venue; however you will be required to work at any of our other National Museums Liverpool public facing venues and in the community, in line with operational needs.
- With notice, you will need to be able to work weekends, evenings and education holidays, when relevant audiences are available.
- This role involves bending, stretching and the manual handling of loads up to 15kg. A system for risk management is in place, and manual handling training will be provided.

We work in line with the Disability Confident scheme and are 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 we welcome applications from all backgrounds. We support our staff through unexpected life changes by providing an Employee Assistance Programme and reasonable adjustments that enable continued employment.

This job description is intended as 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 may be required in the future.

Employee Benefits

- Civil Service Pension Scheme
- 35% staff discount in all our Cafés
- 25% staff discount in all our Shops
- Employee Assistance Programme
- Employee Recognition Schemes (including a Good Deed Feed)
- Employee Benefits Portal: High Street discounts, retailer discounts, locally negotiated discounts, Cycle to Work Scheme, Travel Loan Scheme, Eyecare Scheme and Smart Pay Scheme
- Access to The Charity for Civil Servants
- Access to the Civil Service Sports Council (CSSC)
- Comprehensive training and development
- Recognition of two Trade Unions

Staff Groups & Committees

- Equality Diversity & Inclusion (EDIG)
- Global Ethnic Majority (GEM)
- Disability & Mental Health
- Emeriti
- LGBTQ+
- THRIVE Engagement
- Ethics
- Environmental & Sustainability Taskforce

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 before the closing date.

Don't forget to provide an up-to-date CV along with a supporting statement completed within the application form that outlines why you're suitable for this role – highlighting relevant experience, knowledge and skills in response to the requirements set out in the recruitment pack above.

If you require an alternative method of application, or assistance with our online recruitment platform, please contact the People Team at Recruitment@liverpoolmuseums.org.uk.

Candidates who have concerns about the recruitment or selection process, including potential breaches of our policy or issues relating to fairness, accessibility, safeguarding or conduct, should raise these with the People Team in the first instance via the email address above. Concerns will be handled sensitively, reviewed promptly, and responded to in line with National Museums Liverpool's commitment to fair and transparent resourcing practices. Where appropriate, matters may be escalated in accordance with our wider governance and safeguarding procedures.

Get to Know Us

Our people are at the heart of National Museums Liverpool, 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 and do our best work. We are always aiming higher, aspiring to be more representative of the communities we serve. Through our people, we are building a culture that embeds trust, respect and inclusion, helping us to evolve as an organisation every day.

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

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

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, 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

Mission

To create memorable experiences, for everyone, challenging expectations.

Vision

National Museums Liverpool 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, it was 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. Collectively, we want to be a league that all museums will aspire to be part of and that is recognised externally as a leading example.

In delivering this vision by 2030...

- we will have the most representative audience and colleague 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.
- we will encourage all schools in the Liverpool City Region to visit at least one of our museums and galleries each year.
- we will celebrate the unique identities and collections of our museums and galleries, play to their strengths and delight their different audiences.
- we will be recognised as a valued leader of cultural and economic growth for the city, the city region and the 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