

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Collections Division

Post: Family Learning Producer

Post No: NAM 200

Reports to: Head of Learning

Job Role

The Family Learning Producer role will involve co-ordinating, researching, designing, delivering and evaluating a vibrant, original, relevant and fun, participatory family learning programme that will shape the way that families engage with and connect with the rich history of our galleries and collections. The programme encompasses a wide range of formats including shows, games, challenge activities, gallery tours, storytelling, live interpretation, art and music. The core audience for these activities are children aged 0-12 and their accompanying adults. The Family Learning Producer will work closely with colleagues in the learning team and across other museum departments to ensure that the museum's offers for family visitors is of exceptional quality.

In addition to and the family learning programme, the Family Learning Producer will develop and maintain a suite of in-gallery object-based activities and resources for self-guided family museum visits including back packs, gallery trails and object handling carts.

The post-holder will also support broader stakeholder, community learning and engagement strategies and will contribute to the development of new initiatives for partnerships with key external organisations and community and SEND groups.

The Family Learning Producer will support the coordination of the booking system and database, helping to manage telephone and email bookings for informal family activities. The Family Learning Producer will also be responsible for developing and preparing for sessions, supporting strategic partnerships, and helping to organise departmental marketing initiatives.

The post-holder will provide general administrative support for family learning activities including collating and preparing relevant statistical data, creating and updating mailing lists and department archives, and maintain and improve filing systems to ensure easy retrieval of information.

The Family Learning Producer is a highly valued member of the Learning Team and will be encouraged and supported in developing and initiating innovative and dynamic projects in agreement with the Head of Learning. The Family Learning Producer will also be encouraged to identify training and CPD opportunities as part of their work.

This role will include regular weekend working and the post-holder will need to be confident in working unsupervised.

This role is seen as vital in the continuing development of the National Army Museum programme that engages, challenges and inspires visitors. The post-holder should have a commitment to learning and be confident in delivering content to their core audience. The post-holder will be committed to developing their knowledge about the Army, ensuring their understanding is up-to-date and relevant.

1. Job Description

The post-holder is responsible for the following key deliverables and accountabilities:

Family Learning

- (a) Plan, coordinate and deliver an innovative and exciting family programme at the National Army Museum that engages with our collections, permanent galleries and temporary exhibitions. This includes regular programmes and one-off events.
- (b) Create and deliver content for the family guided tours and shows that form part of the regular family learning programme.
- (c) Collaborate with Museum staff to ensure family programmes support key activities, permanent galleries, special exhibitions, relevant anniversaries and national initiatives.
- (d) Enhance the experience of existing family museum visitors and encourage participation by families not currently visiting the museum, including through special events and/or projects.
- (e) Contribute to printed, handling collections and digital resources to support directed, self-directed and remote learning.
- (f) Liaise with groups and organisations working with families to develop strong links to ensure an accessible and welcoming programme and ensure that all work seeks to build lifelong relationships and future visitors.
- (g) Support the Head of Learning in their work with advisors and other education professionals and relevant organisations, such as local authorities, specialist museum networks, third sector organisations, attending off-site meetings as required.
- (h) Support and coordinate the day-to-day work of freelancers, volunteers and suppliers who work on the family programme including recruitment and training.
- (i) Recruit, manage and train Family Learning freelancers and volunteers.

- (j) Create content for the Museum website, print and publications and other promotional resources and channels for families..
- (k) Advocate for and represent family audiences in relation to learning, interpretation, access and audience development for major projects and exhibitions by advising cross-departmentally and contributing to exhibition working groups as directed by the Head of Learning.
- (l) Assist the Head of Learning with the upkeep, maintenance reporting and equipping of the Foyle Centre and learning spaces.
- (m) Support the management and maintenance of the museum's handling collection.
- (n) Support and maintain the Museum's family materials including gallery trails, worksheets, backpacks, etc.
- (o) Maintain the storage and workshop areas, including materials inventory.
- (p) Flag any risks to spaces, materials, etc. to the Head of Learning and other relevant departments.
- (q) Assist and deliver programmes for underserved and under-represented groups both on and off site. Advocate for the Museum's SEN(D) provision with local learning and SEN(D) providers and drive local community use.

General

- (r) Undertake administrative duties, including: procuring services and works; administering delegated budgets, purchase orders and invoices; compiling reports and proposals; and collating statistics to report against departmental KPIs.
- (s) Undertake research, monitoring and evaluation to continuously improve the quality of family provision and maintain up-to-date data to enable monthly and annual reporting against KPI's.
- (t) Demonstrate a commitment to learning about and increasing knowledge of the British Army
- (u) In consultation with the Departmental staff, liaise with Visitor Experience staff to ensure that they have the information they need about activities and resources for families and groups, etc. so that these visitors can be welcomed, briefed and managed to a high standard.
- (v) In consultation with the Departmental staff, liaise with Commercial staff to ensure that where relevant and strategically applicable, commercial objectives are achieved.

- (w) To undertake Arts Award advisor training and contribute to the museum's Arts Award programmes alongside learning team colleagues
- (x) Participate as an active and responsible member of the Collections Division and contribute to the implementation of the Museum's policies, strategies, business and operational plans, ensuring they are efficaciously delivered and resources are used appropriately.
- (y) Undertake work as required by the Head of Learning Manager or Senior Management team.

2. Resource Management

- (a) Responsible for the motivation, management and training of designated Museum staff, contractors and volunteers, exercising a proper duty of care over them.

3. Internal Relationships

- (a) The post-holder will need to work closely with all colleagues across the Museum but particularly: Assistant Director (Collections) and the Collections team, Exhibitions, Public Programmes, Marketing, Communications and the Web team, Commercial, Visitor Experience and Development.
- (b) The post-holder will be required to liaise as appropriate with wider Museum staff, Senior Leadership team, supporters and partners.

4. Health & Safety

- (a) Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.
- (b) Undertaking risk assessments where appropriate.
- (c) The post-holder will be required to setup/breakdown of learning/family workshop spaces (e.g. lifting and moving chairs, tables, workshop materials, etc.)
- (d) Supporting and promoting the health and safety of visitors and participants in Learning activities.

5. In addition, the post-holder is required to:

- (a) Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
 - (b) Ensure that the Museum's accounting and financial procedures are strictly adhered to and embed a culture of control and financial discipline.
 - (c) Play a full part in the generation of income as required and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources. Effectively manage delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer; especially to promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Leadership team.
 - (d) Take due care to assess and manage risk, having regard to the Museum's Risk Management Policy.
 - (e) Carry out his/her duties in accordance with the Museum's Equal Opportunities Policy.
 - (f) The post-holder will be based at the Museum in Chelsea.
 - (g) Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other Museum property or services are held, or carried on, as and when necessary. UK and some foreign travel may be required. The post-holder will be required to work off-site including at the Museum's facilities at Stevenage.
 - (h) Co-operate fully with the Management of the Museum in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Leadership team.
 - (i) Participate in Museum committees, teams and working parties, as delegated by the Head of Learning and represent the Museum on external committees, as required.
- 6.** The appointment is permanent (subject to a six-month probation period), working 37 hours per week (net) i.e. 42 hours in total on site including a one-hour break each day, 5 days out of 7. Regular weekend and evening work will be required. The salary is £31,550pa (inclusive). The post-holder is required to give a minimum of three months' notice in resigning.

7. The appointment will be subject to a security clearance.
8. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
9. The National Army Museum is an equal opportunities employer.

Justin Maciejewski, Director
National Army Museum

June 2024

Signature:

Date: