



# LEARNING & ENGAGEMENT ASSISTANT

Application Pack

**JEWISH  
MUSEUM  
LONDON**

## Learning and Engagement Assistant

### APPLICATION PACK

<b>HOURS:</b>	<b>Part Time, 4 days per week - 32 hours per week.</b> <b>Fixed Term – 7 months (September 23 – March 24)</b> Monday to Thursday (very occasional weekend working may be required) 9 am to 5 pm (with paid lunch hour)
<b>SALARY:</b>	<b>£21,500 - Per Annum Pro Rata</b>
<b>LOCATION:</b>	<b>Camden Town, London NW1</b> Whilst some work from home may be possible this role is predominately based at the Museum and after relocation in other locations likely to be in Greater London.
<b>REPORTING TO:</b>	<b>Engagement Manager</b>
<b>KEY RELATIONSHIPS:</b>	<b>Learning Manager</b> <b>Senior Learning Manager</b> <b>Operations Manager</b> <b>Learning Officer</b> <b>Finance Officer</b>
<b>ANNUAL LEAVE:</b>	<b>20 days, rising by 3 days after 2 years and then an additional 1 day per year to a maximum of 30 days</b> (This is the full time allocation, part time is worked out pro rata). <b>Plus statutory days.</b>
<b>OTHER LEAVE:</b>	<b>Jewish holidays when they fall on contracted working days.</b>

## **1. Job Description**

The Jewish Museum London Learning & Engagement Team has an award winning learning offer for schools and a vibrant informal learning programme. Last financial year, the Learning Team delivered our ground breaking Jewish Heritage programmes to over 21,000 students in total, including up to 11,000 students attending in person workshops, 8,800 in virtual broadcasts and over 2,000 students benefitting from outreach visits, travelling exhibitions and loans boxes. Our Engagement programme offers family events, adult learning opportunities, and outreach reminiscence to older people in care homes.

The Learning & Engagement Assistant role works as part of a team to support the administration and delivery required for the department. This includes all bookings and support delivery for the schools programme (outreach, virtual and from 2024 in person workshops) and engagement offer in partnership venues.

The Jewish Museum learning and engagement programme aims to develop creativity, critical thinking and communication skills with students and learners of all ages. We challenge prejudices and stereotypes, and ensure our workshops meet curriculum requirements across a range of subject areas. The learning and engagement programmes draw on the Museum's wide-ranging collections, with object handling as a central feature of each workshop.

Objects are used as creative springboards to engage and inspire participants with the 'real thing' and to create a sense of wonder and curiosity about the collection. The Museum's learning and engagement team passionately believe that engaging students in dialogue in a safe learning environment encourages children to develop enjoyment and confidence in learning through objects. Our workshops and activities are designed to encourage students to gain knowledge and understanding about Judaism, the Holocaust, and migration, and to build interfaith and intercultural understanding and respect.

## **2. Main Duties & Responsibilities**

### **Bookings**

- Responsible for taking school bookings for outreach and virtual programming for the autumn term 2023 onwards. Taking bookings for in person workshops once venues are agreed for school visits in 2024 onwards
- Taking bookings for Curious Minds care home visits and other bookable informal learning in person / virtual programmes
  - o *All bookings are made using Artifax booking system.*

### **Volunteer Coordination**

- Lead on volunteer communications eg monthly newsletters
- Organise volunteer social occasions and any volunteering opportunities during the transition period in collaboration with the Operations Manager
- Answer all queries from volunteers via the volunteer email inbox
- Support the recruitment and training of new volunteers.

### **Learning Administration**

- Creating and mailing out teachers and partner newsletters
- First point of contact answering learning phone calls, queries and bookings and assisting with answering museum main enquiry phone calls
- Input and collate stats on programmes for funding reports
- Providing information on stats and invoicing for schools to the Finance Team
- Assisting with administration for Jewish Festivals and family programmes in the community
- Management of Artifax booking system including peer-to-peer training

### **Facilitation and Delivery**

- To support the team delivering the engagement programme and school workshops as needed
- Support delivery of Curious Minds, our Dementia Friendly Programme
- Support delivery of the family and festival programmes, both virtually and in-person.
- Lead on preparation/clear down of all resources required for delivery for all sessions, including weekly prep and procurement as required
- Support the continual renewal of our Digital Learning portal for teachers
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### **Training you will receive**

This role requires

- Fire marshal training
- DBS check
- Livestream training
- Artifax training
- First Aid Training

All training and checks are paid for by the Museum.

This Job Description is subject to alteration in response to changes in legislation or the Jewish Museum London's operational procedures.

### **Being Part of the Wider Team**

The Jewish Museum London is proud of our truly inter-departmental approach to work. This role will be working in particular with colleagues across the learning and operational teams.

### **About the Museum**

At the Jewish Museum, we play a vital role in telling the story of Jewish life, history and culture in Britain, and in challenging prejudice, provoking questions and encouraging understanding.

Our mission is to surprise, delight and engage all people, irrespective of background or faith, in the history, identity and culture of Jews in Britain. Our vision is of a world where cultural diversity and the contribution of minority communities are explored, valued and celebrated, for the enrichment of society as a whole.

Our internationally renowned collections of Judaica and social history, preserve and tell the story of Jewish life in Britain from the 11<sup>th</sup> century to today. The Museum has over 40,000 objects in the collections, including ritual and ceremonial objects, costumes and textiles, photography and oral history, documents relating to social and political life, prints and drawings and ephemera. The Judaica collections hold Designation Status awarded by Arts Council England and the Museum is a National Portfolio Organisation delivering annual agreed learning and collections based activity plans.

As one of the few museums in the U.K. dedicated to a marginalised community, we value the representation of intersectional identities and stories. We showcase this value across our programming, including our Race in Religion Black History tours, LGBTQ+ displays and programming, and our ground-breaking Inclusive Judaism project working with Jewish communities across the country collecting contemporary images of Jewish life.

### **Recent News:**

The Museum has recently announced the closure and intention to sell the current building in Camden Town to relocate, and will be closing to the public on 30 July. The Museum staff will be packing up collections and building from August with a view to moving the learning programmes to other venues by December 2023. This provides an exciting opportunity to adapt and develop our learning programmes, attract new audiences and work with new partners. Our learning programmes and collections are at the core of the Museum's mission and will be the basis of the adapted offer once we are on the move.

**We are looking for a new team member for our learning and engagement team who has a sense of adventure, relishes a challenge and loves being part of significant changes and development, as the museum moves into the next phase of our development.**

[Jewish Museum London announces closure of current building - The Jewish Museum London](#)

### **3. Person specification**

The below experience, knowledge and skills have been identified as key to this post. We recognise that applicants may not have everything on this specification. Please note that we are instead looking for applicants with the broadest range of experience across the specifications. We strongly encourage applicants with Jewish heritage or knowledge to apply but you don't have to be Jewish to work at Jewish Museum London.

#### **Essential Criteria**

1. Demonstrable experience of administrative support for learning programmes or other similar administrative experience.
2. Excellent administrative and organisational skills
3. Demonstrable experience of delivering learning and/or engagement activities for learners of different ages (or transferrable skills of public speaking in another setting).
4. Demonstrable experience of engaging with the public and delivering great customer service
5. Competent IT skills and ability to learn new IT systems quickly to be used for our booking systems Artifax and Art Tickets, emails, Excel, Word, Snappa design. *Knowledge of these specific systems isn't required*
6. Ability to work openly and collaboratively with other teams to support the Museum's programmes and initiatives.
7. Ability to communicate effectively with different audiences such as adult learners, families, teachers and/or external partners.
8. Excellent team player with positive outlook and ability to cope with significant transition and change with a can do attitude
9. Ability to manage a range of tasks simultaneously and able to prioritise work effectively
10. Demonstrable understanding/experience of working alongside volunteers
11. Excellent written and verbal communication skills

#### **Desirable Criteria**

1. A demonstrable knowledge of and interest in the themes the museum covers
2. Experience of a museum or heritage Learning and/or Engagement Team.
3. A demonstrable commitment to best practice of access, inclusion and diversity.

#### 4. How to Apply

To apply:

- **Deadline is 11.00pm on Monday 28<sup>th</sup> August.**
- Please apply using this online form: <https://forms.gle/nJAiQA2S2nwg29CY7>  
Include your CV and a covering letter explaining your interest in the post and relevant experience.
- **Complete this E&D form** (see below for further details)
  - <https://forms.gle/vuG5f6KX2RKD7ADY7>
- The candidates who appear from their application to best meet the essential criteria above will be invited to interview. It is essential that your cover letter gives a full but concise description of the nature, extent and level of the responsibilities you have held.

Interview Information:

**Interviews are scheduled for Monday 4<sup>th</sup> September.**

- To assist us in arranging interviews, please inform us if you will be unavailable during that week. We will always look to accommodate those who can't make the scheduled date where possible.
- Please also indicate at the time of application, if there are any restrictions on you taking up employment in the UK and if so provide details.
- Due to the high number of applicants, unfortunately we will not be able to respond individually to unsuccessful candidate.

## **5. EQUAL OPPORTUNITIES POLICY**

### **1. Statement of Policy**

The Jewish Museum endeavours to be an equal opportunity employer and has a policy for this purpose.

The aim of the policy is to ensure that no job applicant or employee receives less than favourable treatment on the grounds of sex, race, colour, nationality, ethnic or national origins, age, marital status, sexual orientation or disability or is disadvantaged by conditions or requirements which cannot be seen to be justifiable.

This policy covers all aspects of employment including vacancy advertising, selection, recruitment, training, conditions of service and reasons for termination of service.

To ensure that this policy is operating effectively and for no other purpose the Museum maintains records of employee's racial origins, gender and disability. The Museum will ensure that there is ongoing monitoring and analysis of such records to provide the basis for appropriate action to eliminate unlawful direct and indirect discrimination and promote equality of opportunity.

The Finance Director is responsible for the effective operation of the Jewish Museum's Equal Opportunities policy.

### **2. The Policy**

#### **2.1 Vacancy Advertising**

Wherever possible all vacancies will be advertised simultaneously internally and externally. Steps will be taken to ensure that knowledge of vacancies reaches underrepresented groups internally and externally.

All vacancy adverts will include an appropriate short statement on equal opportunity.

#### **2.2 Selection and Recruitment**

Selection criteria (job description and employee specification) will be kept under constant review to ensure they are justifiable on non-discriminatory grounds as being essential for the effective performance of the job.

At least two people must be involved in the selection interview and recruitment process, and should have received training in equal opportunities. Reasons for selection and rejection of applicants must be recorded.

#### **2.3 Personnel Records**



In order to ensure the effective operation of the equal opportunities policy and for no other reason a record will be kept of all job applicants' and employees' racial origins and disability.

Where necessary employees will be able to check/ correct their own record with regard to equal opportunities. Otherwise access to this information will be protected.

Such records will be analysed regularly and appropriate follow up action taken.

## **2.4 Equal Opportunities and Volunteers**

The Jewish Museum is committed to supporting and developing its volunteers and will apply the spirit of this policy to them.

## **2.5 Visitors, Staff and Outreach**

The Jewish Museum also seeks to provide equality of opportunity for service users of all backgrounds. Particular effort is made to reach the elderly, disabled and disadvantaged through its programme of outreach which includes educational programmes, talks and travelling displays.

Wherever possible efforts will be made to identify and remove unnecessary/unjustifiable barriers and provide appropriate facilities and conditions of service to meet the needs of disadvantaged and/or underrepresented groups.

## **3. General**

The objectives of this Equal Opportunities Employment policy are

- To ensure that The Jewish Museum has access to the widest labour market and secures the best employees for its needs.
- Ensures that no applicant or employee receives less than favourable treatment and that wherever possible they are given the help they need to reach their full potential to the benefit of the Jewish Museum and themselves.

The cooperation of all employees is essential for the success of this policy. However the ultimate responsibility for achieving the policy's objectives and for ensuring compliance with the relevant Acts of Parliament as well as the various codes of practice lies with the Jewish Museum. Behaviour against the spirit and/or the letter of the laws on which this policy is based will be considered a serious disciplinary matter and may in some cases lead to dismissal.



## **Jewish Museum Equal Opportunities Monitoring Form**

We are committed to equal opportunities in our recruitment process. This form is not sent to the recruiting panel and has no part in the shortlisting process. The information you supply on this form will be kept confidentially and for the purpose of recruitment monitoring and provision of statistical data only.

Please follow this link to complete the Equal Opportunities Form for this post.

<https://forms.gle/vuG5f6KX2RKD7ADY7>

Please note this is optional.

Data protection: Information from this application may be processed for purposes registered by the employer under the Data Protection Act 1998. Individuals have, on written request [and on payment of a fee] the right of access to personal data held about them.