

JOB DESCRIPTION

Learning & Engagement Manager

Salford Community Leisure is run by and for the people

We exist 'to enhance the lives of people through sport, leisure and cultural opportunities'. We are committed to enhancing the physical and cultural wellbeing of the community through the sport, leisure and cultural opportunities we offer across 40 venues, which attract millions of customer visits each year. Passionate about delivering value for money, we reinvest every pound we receive because we believe that leisure and culture should be at the heart of every community.

We pride ourselves on recruiting the right people with the right values into the right roles. We are looking for professional, respectful, knowledgeable, passionate and solution-driven people to join our team as we strive to deliver excellence to our customers.

Across the City we manage 2 free heritage venues, Salford Museum and Art Gallery, a social history museum and art gallery, that opened in 1850 and is home to permanent and temporary exhibitions, Salford's Local History Library, a shop, café and the ever-popular Lark Hill Place. Ordsall Hall is Salford's Grade 1 listed Tudor mansion in the heart of the city, with beautiful organic gardens, the magnificent Great Hall and accurate room displays. Both our museums offer a variety of fun learning opportunities for schools, families and visitors of all ages.

About the role

This brand new role will be pivotal developing and delivering our ambitions for our museums as places of learning and inspiration. The Learning & Engagement Manager will be responsible for the effective management and delivery of high-quality projects and programmes of activities. They will bring their rich experience of learning in museums to take an active role in developing and strengthening how we engage with learners of all ages and backgrounds.

The post will be based across Salford Museum & Art Gallery and Ordsall Hall, with some opportunity for home working. The post is a permanent role for 36 hours/week, including working on site one weekend in four with time taken back as toil. It is paid at Scale 6 (£27,041 per annum).

Purpose:

- The Learning & Engagement Manager will assist in the development and implementation of service priorities.
- The Learning & Engagement Manager will manage through staff, partners and volunteers, projects and programmes of activities to promote learning inspired by our collections and buildings.
- The Learning & Engagement Manager will initiate, develop and maintain partnerships, particularly with schools, other key community organisations and audience/community representatives, to encourage long-term museum engagement.
- The Learning & Engagement Manager will be responsible for ensuring that the museum service's in-person and digital learning offer is current, high-quality, engaging and dynamic. They will oversee the development and delivery of programmes for schools, families and lifelong learners.

- The Learning & Engagement Manager will work collaboratively with colleagues in other departments to advise on best practice around engagement with a variety of audiences, including schools and families, feeding into the wider remit of both sites.
- The Learning & Engagement Manager will take responsibility for financial and data monitoring and reporting, and ensuring high levels of performance in projects and programmes of activities.
- The Learning & Engagement Manager will have line management responsibility for a small team of staff and volunteers
- The Learning & Engagement Manager will, when required, deputise for their line manager and support them in all areas of their work.

Key Outcomes:

- High levels of engagement with schools, families, children and adult learners are achieved, creating opportunities, widening participation and improving prospects.
- Service priorities and other agreed targets are successfully met.
- High levels of performance and output are consistently achieved to maintain and develop a high quality learning service.
- Staff and volunteers are well managed, motivated, supported, trained and appropriately deployed.
- Museum resources are effectively managed and monitored, with data applied to support the service's strategic priorities.
- Strong relationships with colleagues and partners are built and maintained.

Our current key strategic priorities are:

Salford Museum & Art Gallery:

1. Increase the audience reach of the Museum and Art Gallery and Local History Library, locally, regionally and nationally
2. Invest in the public spaces, interactives and equipment to deliver a high quality and professional visitor experience to all
3. Embed engagement and learning into all exhibitions and permanent displays
4. Increase income through encouraging donations, visitor spend, quality events and programming whilst raising awareness amongst visitors as to how this supports the venue
5. Continue to improve access and care of Salford's collections through better storage and increased use in exhibitions, events and the learning programme and through an improved online presence
6. Increase venue hire and bookings and ensuring the delivery of a high quality experience
7. Raise the profile of the museum regionally and nationally, and embed the service into current and emerging strategies, the creative industries and local communities
8. Continue to explore new ways to utilise technology to help develop greater audience insight and provide a better visitor experience
9. Continue to improve internal communications and cross team working

Ordsall Hall:

1. To strengthen a forward thinking and unified team, working to shared goals with effective communication in an encouraging and appreciative working environment.
2. To develop natural play and learning opportunities at the venue.
3. To develop and open a revamped Egerton Gallery.
4. To develop the formal and informal learning offer.
5. To involve the local community.
6. To explore new opportunities for income generation and maximise existing income streams.
7. To develop an engaging, diverse and sustainable programme of events, encouraging spend wherever possible.
8. To maintain a high level of customer satisfaction and be responsive to customer feedback.
9. To ensure that we fulfil our duty of care to the venue and its contents.

All:

To consistently demonstrate, encourage and recognise the SCL behaviours: Professional, Respectful, Knowledgeable, Passionate and Solutions Driven

What we need from you:

- Excellent and demonstrable knowledge and experience of best practice relating to learning within the cultural sector.
- Ability to engage successfully with a wide range of people, particularly in relation to children, families, schools and lifelong learners.
- Experience of working effectively with relevant groups and partners, managing and delivering projects and programmes of activities.
- Ability to develop and manage successful projects and programmes of events and activities
- Employee and volunteer management skills, including the ability to lead, motivate, develop and support individuals and teams, consistent with Salford Community Leisure's Leadership Way.
- Commitment to the successful delivery of service priorities.
- The ability to act enthusiastically and appropriately as a senior member of staff, in line with the Salford Community Leisure behaviours, supporting colleagues and partners.
- Commitment to ensuring that the service responds to the varying and changing needs of audiences and communities.
- Ability to keep accurate records and use data to inform service development
- Ability to manage budgets
- Ability to be a key-holder and fire control officer at both sites, responsible for opening and locking of the building and emergency evacuation
- Ability to work one weekend in four, for which toil is taken on an agreed rota
- Ability to demonstrate and develop resilience and work under pressure.
- Ability to lead and manage change within Salford Museums
- Ability to form and maintain strong partnerships within Salford Community Leisure and across a range of organisations.
- Openness to the views of others – ability to constructively challenge and be challenged.
- Commitment to consistently demonstrating, encouraging and recognising the SCL behaviours: Professional, Respectful, Knowledgeable, Passionate and Solutions Driven.