

Job Profile – Assistant Learning Producer (Families, Schools and Young People) Internship

Name:

Job Title: Assistant Learning Producer

Location: Tower of London, with regular travel to Hampton Court and Kensington Palace

Responsible To: Learning Producer (L&E)

Responsible For: Freelance staff/subcontractors and specialist suppliers/ casual staff/ volunteers as appropriate to the activity

Key Budgetary Responsibilities: No overall responsibility

Job Profile Agreed:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Job Title	Assistant Learning Producer (Internship)
Purpose of this job	<p>You will help to enable the widest possible audience to learn about, discover, explore and enjoy the stories and history of HRP.</p> <p>Taking an audience focussed, accessible and inclusive approach you will support a portfolio of different projects, activities and programmes onsite, offsite and online primarily for families, schools and young people from diverse backgrounds. You will take pride in assisting in the creation of excellent programmes through content, resources, ideas and formats/models for learning activities, experiences and events. You will assist with the day to day planning, set-up and facilitation of activities.</p> <p>You will work alongside other Learning Department members to deliver projects and programmes for schools, families and young people.</p>
Main customers to this job	Visitor and client groups depending on the project undertaken, but including people of all ages, as groups or individuals: Formal and informal learners and visitors including teachers,

families, youth, community and school groups and those with additional needs.

Internal customers including wider Public Engagement team colleagues, HRP colleagues and stakeholders including Interpretation, Curatorial, Conservation and Collections Care, operations teams, Visitor Services, Communications and Development, special initiatives and external specialist teams

Other principal partners including peer arts heritage learning providers and education sector organisations

Key areas of responsibility:

1. To assist with the creation, development and delivery of learning and engagement programmes, resources, and activities (onsite, offsite and online) that are distinctive, accessible and inclusive for diverse family, school and youth audiences in line with the HRP Learning Strategy. To work as part of a team to deliver multi-audience projects as assigned.
2. Develop and maintain a lively interest in developments in arts, community, heritage, learning and engagement practice for the relevant age/audience group and contribute knowledge and ideas to development of best practice at HRP as appropriate. .
3. Use L&E's Learning Journey evaluation framework, to ensure an audience-centred approach is embedded within the design, development, implementation and evaluation phases of projects and programmes. Assist with the evaluation of projects and programmes against agreed KPIs.
4. Assist with the recruitment and supervision of suppliers, casual staff and volunteers ensuring the content they are responsible for meets the required standard.
5. Collaborate with colleagues, stakeholders and other teams to ensure an effective and positive team spirit.
6. Provide Duty Management of L&E events, oversee and support the set-up and break-down of events and activities as appropriate. .
7. Be aware of the emergency evacuation procedures including location of emergency exits, equipment and telephones.
8. Additional, individual objectives will be agreed as part of the induction and performance reviews.

Core Qualities and Behaviours (HRP's Performance Framework) for HR assessment:

In addition to your main areas of responsibility, we have identified the core qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy. These qualities/behaviours are summarized below. Further details can be found in HRP's Performance Framework. Your role is primarily at level 2 of the Performance Framework.

- Ensure every customer (internal and external) feels delighted with their contact with HRP and the quality of the personal service/experience they receive. (Delighting the Customer)
- Manage yourself and others effectively through planning, organizing and anticipating problems ahead. (Planning for Success)
- Deliver work on time and to the high standards required, by taking ownership for outcomes, demonstrating pride in their achievement. (Owning the Issue, Getting it Done)
- Explore and try fresh, novel ways of doing things that are in keeping with HRP's Cause and add real value to the Organisation. (Having the courage to try new things)
- Continually develop expertise in key areas of your role, to ensure delivery of high quality work. (Developing our Expertise)
- Develop and maintain an in-depth understanding of the organisation, so that all your actions help achieve the best outcomes for HRP. (Knowing our Organisation)
- Work collaboratively with colleagues across functional and geographical boundaries to ensure the success of HRP. (One Team – One HRP)
- Support and guide your colleagues so they feel valued and inspired to succeed in their work (Supporting others to Succeed) [non managers]

Other rules/standards

In addition to Key Areas of Responsibility and Core Qualities and Behaviours above, you are also required to have read, understood and comply with the rules/standards contained in HRP's Code of Conduct. These include rules/standards of Health and Safety. The Code of Conduct can be found in your Staff Handbook.