

**Job description:** Learning producer (0.8 FTE)

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**Responsible to:** Learning and engagement manager (LEM)

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**Employees directly supervised:** Volunteers and freelance facilitators

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**Salary:** £20,000-£22,400 (0.8 FTE of £25,000-£28,000)

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## Background

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Fulham Palace is a truly remarkable place. For centuries, this Grade I Listed building situated in extensive grounds by the River Thames was the country residence of the Bishops of London. The Palace is managed by the Fulham Palace Trust, which is inspired by a vision to restore our nationally significant historic buildings and garden to their original beauty and to provide outstanding facilities for the local community and visitors from farther afield.

## Job summary

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The post holder will work to the learning and engagement manager and will support the organisation in delivering high quality learning experiences through the learning policy. The post holder will manage the delivery of formal learning to schools, families and community groups on site. The post holder will also engage with schools and community groups off site and encourage their use of Fulham Palace for learning activities. It will be important for the post holder to work as part of an effective team with other staff and volunteers.

This role will take part in the Palace duty manager rota, acting as an onsite point of contact for visitor enquiries, access and incidents.

Fulham Palace is committed to equal opportunities and the post holder will actively embody the principles laid out in the equality and diversity policy as well as follow all other policies of the charity as laid out in the staff handbook. This role is subject to an enhanced DBS check and conditional on the post holder obtaining a current DBS certificate prior to employment.

## Core duties

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### Schools programme

- Deliver workshops for school students of 4 – 18 years of age on a variety of subjects related to the Palace, current exhibitions and relevant National Curriculum or GCSE or AS/A2 Level subjects
- Lead on engaging with schools in the borough to determine needs and encourage

and facilitate participation in Fulham Palace's learning programmes, with the support of the LEM

- Develop and administer new curriculum focussed programmes for schools at the Palace as required, evaluating and testing these with schools and freelance educators
- Monitor the schools budget and KPIs, reporting performance to the LEM
- Manage the schools booking process, in liaison with the LEM and finance team, keeping the process under regular review
- Train, manage and co-ordinate freelance educators, learning volunteers and other delivery agents to deliver programmes to schools as required and where specialist skills and knowledge are needed
- Market the schools programme in order to ensure a good level of bookings in line with KPIs
- Assist with the physical set up, running and clear up for school sessions (includes lifting, carrying and requires a good level of mobility)
- Manage and develop the range of schools resources as necessary

### **Family learning**

- Deliver the Palace explorers/under 5s programme and little green fingers programme, evaluating and making improvements as necessary
- Support the LEM with the delivery of weekend and school holiday activities, special family event days, and family learning projects as required
- Ensure that workshops are delivered to a high standard and that KPIs, such as number of users and quality of provision, are met
- Train, manage and co-ordinate freelance educators, learning volunteers and other delivery agents to deliver the family learning programme, in liaison with the LEM
- Actively engage with local community groups, especially in identified target areas, to determine needs and encourage participation in the Fulham Palace family programme
- Make links with hard-to-reach groups and under-represented groups, and carry out general outreach and promotional work for the Palace family programme
- Assist with the physical set up, running and clear up for family learning sessions (includes lifting, carrying and requires a good level of mobility)
- Manage and develop the range of family learning resources as necessary

### **Volunteer and freelance facilitator management**

- Recruit, manage and develop a team of learning volunteers, sewing bee volunteers and freelance facilitators
- Provide relevant training and development for learning volunteers and freelance facilitators
- Manage and support placement students in liaison with the LEM

### **Planning and policy**

- Assist the LEM with the implementation and regular review of the site learning policy, using evaluation and best practice to develop the programme
- Assist the LEM to embed the learning policy ways of working within the Palace team of staff and volunteers, leading training sessions as required
- Actively follow FPT's policies including equality and diversity

### **Safeguarding**

- Act as one of the site's designated safeguarding officers (DSO)
- Input into the reviews of safeguarding policies and procedures
- Deliver staff and volunteer training alongside the Palace's other DSOs

- Ensure, in liaison with the DSO team, that DBS checks for staff, freelance facilitators and volunteers are up to date

### **Facilities and collection management**

- To support the LEM in making sure that the school room and education centre are clean, secure and safe and any maintenance issues are passed on to the caretaker or estates and facilities manager as appropriate
- Support the LEM to ensure that the education collection of artefacts and costume are documented, secure and well maintained, liaising with the collections officer where necessary

### **Personal development**

- Be accountable for your own development through the appraisal process seeking out opportunities to learn new skills

### **Health and safety**

- Take reasonable care for the health and safety of yourself and of others who may be affected by your acts or omissions at work
- Review, update and communicate key messages of workplace assessments and internal risk assessments regularly to colleagues and freelancers
- To be a first aider for the site

### **Dimensions of the role**

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Fulham Palace Trust is comprised of a small team of 22 FTE staff. Specifically, the post holder will:

- Take direct responsibility for the learning programme
- Contribute positively to the ongoing development of the Fulham Palace staff team

The post-holder will be required to work some weekends and evenings for the effective delivery of the learning programme. Time off in lieu will be provided for any time over and above usual working hours.

## **PERSON SPECIFICATION**

### **POST: Learning producer, Fulham Palace**

We are looking for an energetic and enthusiastic individual with good delivery and organisational skills and the ability to communicate effectively with a wide range of different audiences.

## **KNOWLEDGE, SKILLS AND EXPERIENCE**

### **Knowledge:**

#### **Essential**

- A degree in education or heritage or related discipline or equivalent professional experience
- A professional learning and development qualification or proven experience in learning and development
- Knowledge of the national curriculum
- Knowledge, understanding and experience of the heritage or museum environment

#### **Desirable**

- Knowledge of relevant subjects such as history, natural/environmental science, drama or archaeology
- Knowledge of audience engagement methodology
- Knowledge of outreach development and/or delivery

### **Skills:**

#### **Essential**

- Commitment to FPT's policy of equal opportunities and the ability to work harmoniously with colleagues, suppliers and learners of all cultures and backgrounds
- Commitment to best practice in safeguarding and following FPT's safeguarding policy
- Outstanding communications skills, both written and verbal
- Ability to relay knowledge in an engaging way for all learners, bringing the Palace to life
- An understanding and passion for the museums and heritage sector
- A robust understanding of current learning environments
- Proficient use of computers and digital technology
- Positive and enthusiastic approach
- Self-motivated achiever
- Strong administrative and organisational skills
- An effective team worker
- Good time management

### **Experience:**

#### **Essential**

- Practical experience working within museum/heritage environment

#### **Desirable**

- Practical experience of working with community groups and of community

engagement

- Adapting learning for different audiences including neurodiverse learners
- Delivering outreach sessions
- Performing arts background/experience
- Working with Key Stage 3+ audiences