Job description – Learning Facilitator

Grade:	E
Salary:	Standard Terms, National Pay Range £24,852 - £25,723 (Pay ranges for work locations in Greater London or Hot Spots will be approximately 5% higher than the National pay range. Pay ranges for Inner London are 10% higher than the National pay range. Pay ranges for those on TUPE terms will be approximately 6.8% lower than the equivalent Standard Terms pay range.)
Reports to:	Learning and Participation Officer
Location:	Stonehenge
Responsible for:	Stonehenge Learning Volunteers

Everyone's welcome

Everyone is welcome at English Heritage. We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve. We all work together to build an inclusive culture that encourages the diverse voices of our people.

Who we are

Heritage is for everybody, and we are here for heritage. With your help, we can share England's historic sites, objects and stories with millions more people for generations to come.

No matter what you do or where you do it, by joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come. You'll find it's a workplace like no other – taking you behind the scenes of these extraordinary sites and supporting you to share your ideas, inspire others and make a difference.

Where you'll be working

You will be working on site at Stonehenge. You will spend your time working in our education space, including our Neolithic Village, Exhibition, new Learning Centre and Neolithic Classroom, and ancillary offices as well as a proportion of time out around the site with education volunteers and our Discovery Visit and Free Education Visit groups. Occasional travel to regional offices and other English Heritage sites nationally may be required.

What you'll achieve with us

You will deliver operational and world-class learning experiences for our education visitors. As a Learning Facilitator, you will support and deliver the award-winning Discovery Visit Programme, working collaboratively with the Learning Officer and education volunteers to provide an exceptional educational experience for primary and secondary school groups. Additionally, you will help maintain and enhance learning content and experiences, ensuring their alignment with English Heritage's high standards.

What you'll be doing as part of the team

1. Deliver engaging Discovery Visits and other educational activities on-site for primary and secondary pupils – including international pupils, teachers and young people.

2. Lead and support education volunteers during delivery of sessions and accompanying Discovery Visit groups.

3. Assist the Learning and Participation Officer and Learning Resources team in maintaining and developing high-quality education content.

4. Manage and provide feedback to the education volunteer team, offering training as needed.

5. Set up and pack down the education space and resources, ensuring they are well-maintained.

6. Liaise with staff, volunteers, teachers, and partner organisations as required.

7. Undertake administrative tasks including session booking, risk assessment management, and handling email and telephone enquiries

8. Adhere to all health and safety policies and ensure proper reporting of incidents and near misses.

9. Support daily site checks and ensure adequate staffing for Discovery Visits through efficient rota support.

10. Perform other reasonable duties as assigned by the line manager.

Occasionally we may need to review a job description to incorporate any changes or other duties needed for the role as identified by the line manager.

We're flexible

We are dedicated to the wellbeing of our employees and will actively support you to find the balance which enables you to thrive. We have flexible working policies, we recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We are happy to talk about how best we can accommodate your needs.

We're Disability Confident

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.

Who we're looking for

Essential experience
• Delivering excellent customer service. • Delivering learning workshops for schools/young people in a museum/heritage/gallery environment. • Successfully working as part of a team. • Presenting to a high standard.

Essential skills / Knowledge / Qualifications

- Interest and awareness of the history of Stonehenge and the neolithic period in Britain
- Understanding and implementing principles of educational learning.
- General awareness of health and safety and security issues.
- Strong numeracy and writing skills.
- Ability to prioritise and meet deadlines.
- Proficiency in IT, including PCs and site technologies.
- Excellent communication skills, both written and verbal.
- Adaptability to different audiences.
- Commitment to diversity and inclusion.
- Problem-solving and initiative.
- Interest in heritage and/or education.
- Ability to work under pressure.

Essential behaviours

- English Heritage core behaviours, which are:
  - Collaboration
  - Innovation
  - Empowerment
- Building and maintaining excellent customer relations.
- Enthusiasm for the role, the property, and English Heritage's mission.
- Willingness to engage with a diverse range of visitors and colleagues.
- Team leadership.
- Reliability and punctuality.
- Flexibility and adaptability.
- Eagerness to develop new skills.
- Upholding high standards of honesty and integrity.

Additional circumstance to consider

The usual working pattern for this role is Monday to Friday. This role may require occasional evenings, weekend, and public holiday working. The role requires traversing uneven ground and working outdoors for extended periods. It requires moving classroom furniture and materials and may require standing for long periods.

We are happy to discuss this in more detail to support your work-life balance