



Job Description

Job Title: Learning Administration Assistant

Responsible to: School Learning Manager

Liaises with: All staff
External Contractors
Volunteers
Casual Learning Deliverers

The Job

The purpose of the job is:

Our ambition is for all Sheffield's school-age children and young people to engage with dynamic museum experiences that inspire participants to think, engage, be creative and connect with the city's past, present and future. As Learning Administration Assistant, you will support the administration of activities for schools and young people. You will work together with colleagues to ensure that learning, participation and engagement are embedded throughout Sheffield Museums Trust and that collections, exhibitions and the unique sites we manage are at the heart of the organisation's learning and activity.

The Bigger Picture

You will:

- report to the School Learning Manager and contribute to and deliver against Sheffield Museums' strategic plans and priorities
- be the first point of contact and administer all aspects of bookings, enquiries and finance procedures relating to group and school educational visits for Sheffield Museums Trust, ensuring that information and timetabling are accurate and up-to-date and databases and CRM systems are maintained
- provide a high level of customer service to teachers, school staff, key partners, other learning organisations and creative practitioners

- provide accurate and up-to-date information to the School Learning Manager for record-keeping, reporting and funding applications
- take responsibility for your own safety, the safety of colleagues and visitors, and take all appropriate measures to maintain the security and safety of collections, buildings and people
- be expected to work some evenings and weekends as required across all of Sheffield Museum Trust's sites

The Day to Day

You will:

- be the point of contact and administer all aspects of bookings, enquiries and finance procedures relating to group and school educational visits for Sheffield Museums Trust
- ensure that information and timetabling are accurate and up-to-date and databases and CRM systems are maintained
- plan the rota for Casual Learning Deliverers to ensure that all school session delivery is fully staffed
- ensure that accurate records of the time worked by Casual Learning Deliverers on the school programme is kept for payroll purposes
- support the set up and take down of sessions where necessary and work with colleagues to maintain the cleanliness and overall appearance of the learning spaces
- coordinate site and room calendars for school session delivery and other group learning activities
- support the evaluation of activity as instructed by the School Learning Manager, through collecting feedback from schools and young people and bringing together data to monitor against key performance indicators ensuring GDPR compliance
- develop strong, trusted and sustainable relationships with schools in Sheffield, South Yorkshire and Northeast Derbyshire
- support the organisation and delivery of any schools team training
- support and work with volunteers
- undertake training and development as required
- be available to work out of hours as required
- undertake any other reasonable duties that may be required by the post holder

Person Specification

Job Title: Learning Assistant				
Department: Learning and Participation				
	Essential	Desirable	Method of Assessment	Shortlisting Criteria
Qualification				
A museums/schools/arts/cultural sector qualification		✓	AF/I/C	
Experience				
Experience of undertaking administration, booking and finance procedures	✓		AF/I	✓
Experience of managing online booking systems	✓		AF/I	✓
Experience of working collaboratively with colleagues or multi-disciplinary teams	✓		AF/I	✓
Ability to gather feedback and data to support effective evaluation	✓		AF/I	✓
Previous experience of working in the heritage and/or wider cultural sector or an educational setting		✓	AF/I	
Experience of coordinating activity, including room bookings		✓	AF/I	
Experience of working with casual staff and volunteers		✓	AF/I	
Knowledge				
Good levels of literacy and numeracy	✓		AF/I	
Knowledge of Microsoft Office applications	✓		AF/I	✓
Knowledge of working in/with schools		✓	AF/I	
An interest in art, culture, industry, history, science, technology and heritage		✓	AF/I	
Skills				
Excellent written and verbal communication skills	✓		AF/I	✓
Excellent organisational and administrative skills	✓		AF/I	✓
Highly diplomatic, tactful and with well-developed interpersonal skills	✓		AF/I	✓
Ability to build relationships with other teams, departments and partners	✓		AF/I	✓
Able to problem solve and prioritise competing workloads	✓		AF/I	✓

Behaviours				
Committed to providing the highest standards of customer care to all customers and partners	✓		AF/I	✓
Able to handle demanding and difficult situations and work well under pressure in a courteous, calm and confident manner	✓		AF/I	✓
Able to self-motivate and work on own initiative, demonstrating commitment to the aims and values of Sheffield Museums Trust	✓		AF/I	✓
Strong commitment to team working and personal professional development	✓		AF/I	✓
Flexible approach to work and working hours	✓		AF/I	✓
Additional requirements of the role				
Willingness to work across all sites as required, including weekends and evenings	✓		I	✓

AF = Application Form

I = Interview

C = Certificate

Date Reviewed	
Reviewed By	