

Job Title:
Reporting to:
Directorate

Casual Learning and Engagement Assistant
Learning and Engagement Officer
Reputation Management and Public
Affairs
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Job Band: 5
Team Heritage

Direct Reports:

Job Summary

- The Casual Learning and Engagement Assistant supports the delivery of creative and inclusive learning programmes for families, St John Ambulance Badgers and Cadets, schools, and community groups. The role involves assisting with the planning, preparation, and delivery of onsite, digital, and outreach activities, while ensuring welcoming, inclusive, and high-quality visitor engagement. Responsibilities include supporting learning activities and events, managing programme logistics and resources, maintaining accurate records, and contributing to the Museum's Audience Development Plan through effective administration and collaborative teamwork.

Key Responsibilities

- Support the delivery of accessible, inclusive, and welcoming learning experiences for visitors from diverse communities and backgrounds.
- Assist with the planning, preparation, and delivery of family activities, school workshops, tours, outreach sessions, and public programmes.
- Support the delivery of activities for families, St John Ambulance Badgers and Cadets, schools, and community groups.
- Assist with the setup, hosting, and clear down of workshops, learning sessions, and events.
- Support programme administration, including bookings, maintaining records, preparing resources, and updating databases.
- Assist with distributing publicity materials and responding to learning and access enquiries.
- Support evaluation activities, including collecting visitor feedback and questionnaire data to help measure programme impact.
- Work collaboratively with the Learning and Engagement team, Museum staff, volunteers, and community partners to ensure high-quality visitor engagement and programme delivery.
- Adhere to St John Ambulance safeguarding, health and safety, equality, and data protection policies and procedures at all times.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

Important things you need to know about this job

- Be able to work on your own initiative.
- Have a willingness to learn new skills and adapt ways of working as required.
- Have a willingness to work occasional evenings and weekends as the programme requires.

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, minimum 5	✓	
Experience		
Practical experience of working with children and young people in educational, cultural, community, or youth settings	✓	
Experience delivering engaging presentations, workshops, activities, talks, or guided tours to a range of audiences		✓
Experience providing effective administrative and organisational support within a team setting	✓	
Experience supporting the preparation of learning resources and collecting feedback to help improve activities and programmes		✓
Experience delivering high standards of customer service and visitor care in a public-facing environment	✓	
Skills, knowledge and abilities		
Good written and verbal communication skills, with the ability to engage positively with a range of audiences	✓	
A flexible, approachable and enthusiastic attitude, with strong interpersonal skills and the ability to work collaboratively with volunteers, colleagues, and visitor	✓	
Good organisational and administrative skills, with attention to detail	✓	
Be able to use MS Office products at intermediate level	✓	
Ability to manage time effectively, prioritise tasks, and work calmly in a busy environment	✓	
Ability to work independently, collaboratively as part of a team, and under the direction of the Line Manager	✓	
Be willing and able to exemplify the HEART values	✓	
DBS Requirement		
Does the role require a DBS check to be carried out to be successful for the role	Yes	No
<i>If Yes what level of DBS check is required for the role Basic/Enhanced</i> <i>*please refer to the additional information page in reference for hiring manager guidance on DBS checks</i>	Yes - enhanced	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: [Your Initials]	Date of preparation: [Date of prep]
Job Approved Date: [Date approved by Job Approval Panel]	Version: (x of y) [Iteration of Job Description]
Ref: JDPS / Directorate / Team / Job Title /yy	