

Learning and Engagement Lead Job Description

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| Role Profile | | BCP Manager Band J |
| Service/Team | — | Customer and Property/Poole Museum |
| Reports to | — | Interim Senior Change Lead – Poole Museum |
| Responsible for | | Community Engagement Officer/s, Learning Assistant/s, Specialist Learning Delivery Lead/s, Learning and Engagement Volunteers (4 – 6 direct reports plus Volunteers (c30+) |
| Number of posts | — | 1 |
| Post number | — | 113249 |
| Career grade | — | N/A |

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by providing access to outstanding learning and engagement opportunities promoting wellbeing, community education and skills for all through heritage and culture – residents and tourists alike.

Job Overview

Poole Museum is more than a traditional museum; we aim to drive sustainable change in communities through cultural, heritage, and creative initiatives. Our Learning & Engagement initiatives will empower organisations—such as education, health, and local government—to create lasting impact by addressing systemic barriers to community thriving.

In this role, you will lead a team of engagement and learning specialists delivering community engagement activities that promote positive outcomes, enhance economic resilience, and improve health, fostering connections among diverse groups. Additionally, you'll oversee our specialist learning team delivering our learning offer, ensuring high-quality educational experiences for multiple audiences through online resources and dynamic events.

Key Responsibilities

- Provide leadership for the learning and engagement programmes and budget with particular responsibility for developing and implementing the cross-cutting opportunities.
- Manage the continual professional development and best practice curricula of the team to ensure outcomes are achieved
- Using authoritative knowledge, develop learning and practice curricula and resources to create a highly engaging, creative and effective learning experience for all ages and abilities, local residents and tourists alike.
- Instigate, design and deliver engaging learning events such as webinars, workshops, learning journeys and communities of practice and publications.
- Using specialist knowledge and skills, curate the resources content, ensuring that it is an engaging and useful, suitable for in venue, in community or online delivery.
- Work specifically with statutory services to develop a social impact framework in conjunction with BCP, in particular public health & education services, social and statutory sector organisations,

funderson and other stakeholders in a way that inspires individual and collective learning, collaboration and action.

- Use interpersonal skills to respond to complex issues and identify solutions.
- Ensure that the L&E activity connects community groups to each other for mutual learning and best practice development.
- Develop and maintain a network of practitioners/learning specialists to contribute to learning events and resources, which directly contribute to the success of the service and income generation.
- Contribute to shaping strategic direction by recommending and implementing collaborative partnerships, income generation, bidding for contracts and improving organisational efficiency via data and service user feedback.

Specific Qualifications and Experience

- This position integrates both engagement and learning, utilising robust evaluation methods to develop a sustainable activity plan. We seek a candidate with:
 - Degree and/or Postgraduate qualification in relevant subject (or equivalent experience) with clearly evidenced experience in cross-sector collaboration and multi-audience learning.
 - Management qualification (or equivalent experience)
 - Your expertise will help maintain professional standards, meet income targets, and enhance visitor experiences, ensuring our museum's offerings are impactful and inclusive, therefore you should be demonstrably experienced in implementing strategy using risk management, and a wide range of information and data from service users.

Personal Qualities & Attributes

- Planning and organising the activities of the team, able to hold team members to account, set short, medium and long term KPIs supporting strategic direction, coach and develop team.
- Ability and curiosity to undertake research, analyse data and keep abreast of external research, policies, projects and initiatives relevant to the role.
- Experience in cultivating excellent relationships which have a direct impact on the service, contributing to, developing and operationalising our communications strategy.
- Desire to work with the wider Museum team to develop an internal culture of innovation, continuous learning and reflection so that the offer remains relevant and effective.
- High level of resilience, attention to detail, emotional intelligence, calm under pressure etc
- Proven and demonstrable commitment to inclusivity

Job Requirements

- Will be required to attend out of hours events and activities as and when required, including duty management - weekends and evenings when required
- Comfortable occasionally stepping into delivery to cover for colleagues and to evaluate practice.
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.