

# Charles Dickens Museum

1.	<b>Job title:</b> Learning Manager
2.	<b>Location:</b> Based in London at the Charles Dickens Museum 48 Doughty Street, London WC1N 2LX
3.	<b>Responsible to:</b> Senior Curator
4.	<b>Salary:</b> £30,000 p.a.
5.	<b>Main purpose of job:</b>  The Charles Dickens Museum is seeking an energetic and focused person to fill a key position within a small dynamic team. The Learning Manager is responsible for all aspects of managing, delivering and developing our work with schools, young people, families and the wider community.  With the Museum's rich and unique collection at the core of all our work, this is an exciting opportunity for a museum learning professional who is accomplished at multi-tasking and thrives in a fast-paced environment.
6.	<b>Principal duties:</b>  The following is not an exhaustive list of tasks but is indicative of the main responsibilities. <ul style="list-style-type: none"><li>• Manage and deliver the established curriculum-based schools' programme onsite, online and through outreach for Keystages 1-5, both directly and through freelance educators.</li><li>• Manage and deliver the family engagement programme, including activity onsite and online.</li><li>• Manage and schedule learning freelancers, including processing invoices and providing support prior to and during learning sessions as required.</li><li>• Set up and reinstate activity spaces before and after each session, and ensure all resources are prepared and in place.</li></ul>

	<ul style="list-style-type: none"> <li>• Recruit and train new freelancers and monitor the performance of the entire learning team to ensure consistently high standards.</li> <li>• Undertake all administration associated with learning sessions, including responding to email and telephone enquiries and bookings, scheduling, invoicing and credit control, attendance spreadsheets, and communicating with the wider Museum team.</li> <li>• Manage relevant budgets and ensure that income targets are met.</li> <li>• Develop new school sessions linked to special exhibitions and other collection opportunities as required.</li> <li>• Lead on learning elements of exhibitions, including planning, content development and delivery in collaboration with Curatorial team.</li> <li>• Ensure all activities are effectively monitored and evaluated, providing clear, informative reports (e.g. for external funders), and preparing new funding bids with the Director as necessary.</li> <li>• Maintain and disseminate effective child &amp; vulnerable adult safeguarding practice in the Museum.</li> <li>• Manage existing partnership projects and proactively develop new ones in line with strategic priorities.</li> <li>• Take an active role in the Museum's equalities, diversity and inclusion work.</li> <li>• Work collaboratively with the Marketing &amp; Events Manager to maintain, develop and issue marketing materials, and manage and edit learning webpages.</li> <li>• Acting as a keyholder, opening and closing Museum as required to facilitate learning activity.</li> <li>• Answering general telephone enquiries in the absence of other staff.</li> <li>• Any other reasonable duties as may be required by the Senior Curator or Director.</li> </ul>
7.	<p><b>Key relationships</b></p> <p><b>Internal:</b></p> <p>This postholder works closely with the Senior Curator and the Director, but engages with all staff and volunteers on a daily basis. The Charles Dickens Museum relies on a small team of staff, and although each role has clear responsibilities, no one works in isolation; a spirit of cooperation is essential to maintaining a culture of mutual support and a positive working environment.</p> <p>In addition to a small team of paid staff, we have an extensive team of dedicated volunteers.</p>

	<p><b>External:</b></p> <p>Schools and colleges Sector and community partners (e.g. Cartoon Museum, Great Ormond Street Hospital, Achieving for Children, Camden MIND, Third Age Project, Jewish Museum, Foundling Museum, House of Illustration) Funders</p>
8.	<p><b>Person specification</b></p> <p>We value diversity and the role it plays in a positive workplace culture. We wish to continue to broaden the diversity of our team and welcome candidates who can contribute greater diversity of representation and thinking.</p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Proven experience of developing, teaching and managing learning programmes within a museum-setting.</li> <li>• An understanding of the challenges of providing high quality learning experiences in a non-classroom based environment.</li> <li>• Experience of budget management.</li> <li>• Ability to prioritise and manage a diverse workload and a number of projects simultaneously and efficiently with a minimum of supervision.</li> <li>• Excellent communication skills – both written and oral.</li> <li>• Excellent interpersonal skills, with the ability to work with a wide range of people and a friendly, helpful, can-do manner.</li> <li>• Sound IT skills including Microsoft Office and digital communication and delivery platforms.</li> <li>• Demonstrable enthusiasm for the work of Charles Dickens and the Charles Dickens Museum.</li> </ul> <p><b>Please note:</b> this role requires the regular of movement of furniture, equipment and supplies and frequent use of stairs on a daily basis.</p> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience in delivering virtual learning sessions.</li> <li>• PGCE or degree in English Literature or Victorian History.</li> <li>• Experience of working with community groups and a diverse range of adult learners from different backgrounds.</li> </ul>
9.	<p><b>General terms and Conditions:</b></p> <p><b>Contract:</b> This is a full-time permanent contract.</p> <p><b>Hours:</b> 37.5 hours per week, exclusive of breaks, normally worked Monday to Friday between 9.00 am and 5.00 pm. However, the nature of the Museum's activity is such that flexible working is required, including occasional evening and weekend work, for which time off in lieu applies. It is expected that annual leave will be taken predominantly during school holiday periods.</p>

	<p><b>Salary:</b> £30,000 per annum</p> <p><b>Start date:</b> March 2022</p> <p><b>Holiday allowance:</b> 25 days' annual leave (plus 8 days' statutory public holidays) pro rata.</p> <p><b>Probationary period:</b> 3 months</p> <p><b>Notice period:</b> 1 week during the probationary period and 3 months thereafter.</p> <p><b>Pension:</b> The Charles Dickens Museum is part of the NEST pension scheme.</p>
10.	<p><b>Application Process:</b></p> <p>To apply for this position, <b>please complete the application form and send, together with your full CV, by email to:</b>  penelope.fortune@dickensmuseum.com</p> <p><b>Closing Date:</b> 6<sup>th</sup> December 2021 at 12 noon GMT  <b>Interview Dates:</b> 16<sup>th</sup> and 17<sup>th</sup> December 2021</p>
11.	<p><b>Background Information:</b></p> <p>The Charles Dickens Museum is a fully accredited independent museum dedicated to promoting the life and work of Charles Dickens, writer, journalist and social reformer. Our mission is to be the world's leading centre for the study, appreciation and enjoyment of Charles Dickens's life and works, and to achieve this we have three aims:</p> <ul style="list-style-type: none"> <li>• to care for, develop and provide access to our outstanding buildings, collections and knowledge;</li> <li>• to provide a high-quality and inspiring experience to a wide range of audiences; and</li> <li>• to operate with the highest levels of organisational and financial efficiency.</li> </ul> <p>The Charles Dickens Museum was founded (as the Dickens House) in 1925 and is constituted as a charity (charity number 212172).</p> <p>The Museum holds the world's finest and most comprehensive collection of material (over 100,000 items) relating to Dickens's life and work. It was here at 48 Doughty Street (a Grade 1 listed building) that Dickens established himself as a writer in the 1830s and rose to international fame.</p> <p>The Museum also houses an extensive archive and research library used continually by leading scholars, and it is the headquarters of the international Dickens Fellowship.</p>

	<p>48 Doughty Street is a place of pilgrimage for people from all over the world – fans, scholars, researchers, writers – and it is a place of learning for thousands of children and young people. We receive 200-300 visitors daily, as well as 50+ school pupils each day during term time. In addition to permanent displays, the Museum presents an ongoing series of temporary exhibitions exploring different aspects of Dickens's life.</p>
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**Website:** <http://www.dickensmuseum.com>

*The Charles Dickens Museum Limited of 48-49 Doughty Street, London WC1N 2LX acting as the sole trustee of The Dickens House and the Dickens House Fund (registered charity number 212172).*

**November 2021**