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**Senior Learning Officer**

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| **Job grade** | Level 4 (Professional Level 2) | **Reports to** | London Zoo Learning Manager |
| **Directorate** | Zoos and Engagement | **Function** | Leading specific programmes within the London Zoo Learning Programme, with audience specialisms to support wider programme |
| **Contract**  | Permanent  | **Location** | London Zoo |

**Responsibility for resources**

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| **Direct line reports** | Line management and coordination of Learning officers and education volunteers where required | **Responsibility for other resources** | Maintenance of teaching resources |
| **Financial resources** | Position holder will not be a budget holder but will be responsible for following budget monitoring and reporting procedures |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The Post holder will play a key role in delivering ZSL’s Learning strategy. This role will ensure the development and delivery of the programme is in line with different curricula requirements, is aligned to the ZSL Strategy and meets the national curriculum (if appliable) Community & Learning Strategy, as well as meeting the BIAZA / EAZA conservation education standards.

As part of the People line of the triple bottom line evaluation for the Zoo, report on the reach and impact of our learning programme and look to continually improve the offer of the Zoo.

**Key Responsibilities**

* Lead on developing and delivering ZSL’s learning programmes for your key areas of responsibility.
* Responsible for maintaining existing relationships and developing new relationships with the programme users or internal and external stakeholders who work with the programmes audience.
* Line management (including recruitment) and/or coordination of Learning officers and volunteers where required.
* Listen to, and collaborate with, target audiences to understand how they already use the Zoo and the products available, as well as to understand potential future opportunities.
* Identify ways to improve the visitor journey & experience for our audiences before, during and after any interactions with ZSL.
* Ensure all educational workshops and other engagement products for their lead area are up-to-date (in line with key specifications) and resources are well maintained.
* Oversee evaluation of any activities which form part of their projects.
* Train colleagues to deliver educational activities and other engagement products for their lead audience(s) and/or learning programmes.
* Work with Learning Manager to identify impact measures and KPIs for their lead engagement products.
* As part of the team responsible for the delivery and smooth running of the department, you would also be responsible for:
	+ Delivering our onsite and digital schools and careers programme
	+ Providing specialist support and guidance for colleagues across ZSL in line with your areas of expertise
	+ Supporting departments (e.g. Conservation and Policy, Fundraising) with information for the funding application process for ZSL-wide key conservation work which would be delivered through the Learning Programme
	+ Collaborating with colleagues in other ZSL departments and other BIAZA/EAZA zoos to raise the positive profile of Zoo & Aquarium education.
	+ Continually improving the education offer of ZSL by networking with relevant bodies and ensuring staff are actively engaged with key audience representatives.

The duties and responsibilities described are not a comprehensive list and additional tasks

may be assigned from time to time that are in line with the level of the role.

**Person Specification**

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| Experience |
| Essential | * Developing and delivering courses, one-off programmes and/or events for students from a range of ages and abilities.
* Managing projects with multiple stakeholders to strict deadlines and budgets.
* Educated to at least undergraduate degree level in a relevant subject (e.g. biology, zoology, geography, social science, education), or significant equivalent experience
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| Desirable  | * Delivering educational programming in an informal learning environment such as a zoo, museum or heritage space to a range of audiences.
* Formal teaching experience in a school setting.
* Communicating conservation and environmental messages to a wide range of audiences
* Producing supporting resources for students and/or teachers to enhance a learning experience
* Working with teachers to plan and develop educational content
* Experience managing staff or volunteers
* Experience initiating and managing relationships with external stakeholders
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| Knowledge and skills |
| Essential | * Good organisational and time management skills, to enable the effective management of multiple projects simultaneously
* Good collaborative working skills, with the ability to work with colleagues and stakeholders to meet the expected outcomes of projects
* Up-to-date working knowledge of the needs of a school audience, and how this can be applied in an informal learning environment
* Proven understanding of how to create and evaluate learning outcomes
* The ability to confidently and professionally use written and verbal communication skills to engage audiences of all ages
* Knowledge of natural history and wildlife conservation issues
* An understanding of how to adapt learning programmes to suit a range of different needs and abilities
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| Desirable | * A strong personal commitment and belief in the conservation, science and education mission of ZSL
* Understanding of methods to measure the impact of engagement opportunities.
* Ability to use computer programmes to design content and deliver it to our audiences
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| Additional requirements |
| Essential | * This post will require extensive outside working with direct exposure to the weather
* As the post involves working with children an enhanced DBS check will be required (provided by ZSL)
* The post-holder will be required to work regularly at London Zoo, with some travel to London-based schools and Whipsnade Zoo where required. Around this, working from home may be possible, with a schedule agreed in advance with their line manager
* The role primarily involves working Monday-Friday, but some weekend work may be required to support events
* Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical)
* To comply with and promote Health and Safety policies and procedures
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