



Almond Valley Heritage Trust
Learning & Events Assistant
Job Reference: VSLE-01-2024

Thank you for enquiring about the post of Learning & Events Assistant with Almond Valley. This is a permanent part time pensionable appointment. The successful candidate will be expected to work weekends and public holidays. Closing date for the post is Midnight Wednesday 14th February 2024. Interviews for the post will be taking place week commencing 26th February 2024.

POST DETAILS

Salary	National Living Wage (this is currently under review)
Location	Almond Valley Heritage Centre
Manager	Lisa Daniels
Contract	Seasonal
Working Hours	30 hours week (Feb-May: Mon-Fri) 32 hours a week (June-August: working a shift pattern of 4 out of 7 days). Work hours are usually between 9:00 to 17:00
Start Date	Immediately

OVERVIEW OF THE POST

To deliver the learning visit discovery sessions, which provide a learning experience to primary and secondary schools who visit Almond Valley. This involves the delivery of popular animal experiences to history and heritage sessions, where there are Q&A sessions from the attendees. These discovery sessions are essential to allow us to deliver to our charitable aims. The post also provides a key support to the development and implementation of the seasonal events programme.

INFORMATION ABOUT TEAM

You will form part of the Visitor Operations Team, lead by the Operations Manager. The small dedicated learning & events team is currently made up of two team members, who work in shifts to ensure learning visits and subsequent discovery sessions are delivered to visiting schools. The team also ensure that the seasonal events are delivered.

SCOPE OF DUTIES

Learning & Events

- To delivery the Discovery Sessions to primary and secondary schools
- Responsible for the day-to-day learning activities

- Contribute to the continued delivery of the learning visit programme
- Assist in the development and delivery of seasonal and special events

Visitor Experience

- Welcoming visitors to the site and processing their admission/retail purchases in a friendly, efficient and knowledgeable manner.
- Welcoming visitors with specific needs/impairments and providing a high level of service in accordance with the Equality Act.
- Welcoming large groups in an efficient and warm manner, including the managing of the car park.
- Answering visitors' queries about the site face to face and over the telephone.
- Housekeeping duties.
- Site Patrol and working along side the Tidy Team when required for tasks including toilet checks and litter picking.
- Assisting with rides, and being a train guard on the narrow gauge railway ride.
- Working alongside the team at special events.

Financial Responsibilities

- To adhere to all financial procedures to include till operation and safeguarding of monies.
- Actively up sell memberships to facilitate the visitors enjoyment.

Site and Personal Presentation

- As and where necessary to wearing the correct uniform, name badge, or PPE.
- Report all instances of damage and wear and tear issues promptly to the Operations Manager
- Working harmony with all other departments

Health and Safety

- To ensure site meets with Health and Safety legislation in liaison with the Operations Manager.
- To comply with necessary Health and Safety guides and procedures

General

- Represent Almond Valley at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and our policies and procedures.
- Such other reasonable duties as and when required by your Line Manager.
- The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.

ABOUT YOU

	Essential	Desirable
Experience & Knowledge	<ul style="list-style-type: none"> • Previous experience in working in a similar role • Experience of working 	<ul style="list-style-type: none"> • Experience of delivering and or designing craft sessions • Experience of working with

	unsupervised	children
Skills & Abilities	<ul style="list-style-type: none"> • Comfortable speaking to large groups of visitors • Ability to prioritise tasks and duties • Be a team player • Willingness to take on jobs to balance the team workload 	<ul style="list-style-type: none"> • Support, encourage and motivate others
Personal Qualities	<ul style="list-style-type: none"> • Have a keen eye for detail • Maintain excellent time-keeping and attendance. • Be professional at all times. • Flexibility - weekend and evening working • Good interpersonal skills, able to work as part of a team, able to work independently 	<ul style="list-style-type: none"> • A love for animals, children and heritage

How to apply for this post

You can apply on-line by visiting our website at www.almondvalley.co.uk/about-us/jobs/. Please note that when applying online, we will only be able to see your application once you submit it.

Alternatively your completed application form can be sent by email to jobs@almondvalley.co.uk or by post to Human Resources, Almond Valley Heritage Centre, Millfield, Livingston, West Lothian, EH54 7AR to arrive by 14th February.

For further details on this post contact HR on telephone number 01506 414957 or by email jobs@almondvalley.co.uk

To assist in your application, please take time to read the guidance notes and the Why choose us section on our website