

Job Description

Job Title:	Learning and Engagement Officer (STEM)
Reporting to:	Head of Learning & Engagement - London
Direct Reports:	No direct reports, but will work with/manage volunteers
Grade:	Technical and/or Team Supervisory
Team:	Learning and Engagement
Group:	Content and Programmes

ABOUT THE RAF MUSEUM

The Royal Air Force Museum is a national museum, a Government non-departmental public body (NDPB) and a registered charity, with two sister sites at London and Cosford. RAF Museum Enterprises Ltd is the trading arm of the RAF Museum with all profits gift-aided to the Museum to support its charitable activities. Our purpose is to share the story of the Royal Air Force - past, present and future, using the stories of its people and our collections, to engage, entertain, inspire and encourage learning. Our overall vision is to inspire everyone with the RAF story – the people who shape it and its place in our lives.

The shared values that guide our planning and behaviour are:

- **INtegrity:** we are open, transparent and ethical
- **Sharing:** we work as a team to ensure our collections and expertise are accessible to all
- **Passion:** we care deeply about sharing our collections and their stories
- **Innovation:** we tell our stories and develop our business with creativity and imagination
- **Relevance:** we ensure our legacy by linking our histories with today and tomorrow
- **Excellence:** we are professional and strive to ensure excellence in all that we do

As an organisation, we aspire to be entrepreneurial, agile and sustainable in our approach, and have agreed five key strategic priorities which will underpin all that we do for the current strategic planning period to 2030:

- Inspiring innovative engagement, debate and reflection
- Connecting with communities and partners
- Inspiring our people within a dynamic, diverse and collaborative culture
- Fit for the future with brilliant basics
- Embedding an entrepreneurial, agile and sustainable approach

Underpinning everything that we do, the Museum has three overarching commitments that inform

our insight, business planning and strategy development, these are our:

- **Equity, Diversity and Inclusion Commitment** – we believe that everyone has the right to live without fear or prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion and belief. We aim to embed a supportive and open culture which is inclusive, positive and fair to all, develop flexible opportunities to encourage engagement with the Museum onsite, offsite and online and celebrate differences.
- **Sustainability Commitment** - we are in a climate emergency, and we are committed to addressing this crisis through our operation and with our audiences. We will operate in an environmentally sustainable way, applying the principles of sustainable development for the benefit of current and future generations, both locally and globally.
- **Health & Wellbeing Commitment** – we are committed to creating an environment where health and wellbeing are actively promoted, where people feel engaged and valued for their contribution. We aim to create a health promoting workplace where people can be themselves, feel their best and perform at their best, so we can deliver an exceptional experience for our visitors.

As a member of the RAF Museum team, you will play an important role in delivering our purpose and achieving our vision, ensuring that the Royal Air Force's story continues to enrich and inspire current and future generations:

The Content and Programmes Group comprises, Collections, Collections Services, Exhibitions and Interpretation, Learning and Engagement, and Major Programmes. We develop and deliver creative programmes and resources designed to engage and inspire everyone with our collection and RAF stories wherever they are in the world.

Purpose of the Job

The effective development and delivery of Learning and Engagement related activities onsite, offsite and online; imaginatively using the RAF story to inspire engagement, debate and reflection.

Key Role Responsibilities

Learning and Engagement

- Deliver daily programmed activities encompassing both formal and informal learning
- Develop Learning and Engagement (L&E) activities and resources for both formal and informal learners of all ages and abilities
- Ensure administration and organisation of all L&E activities is developed and delivered to a high standard, on time and within budget
- Lead on Museum-initiated or partner events as required
- Support the development and delivery of a high standard of visitor experience
- Be fully active in the research, development and delivery of all elements of Learning and

Engagement activities on site, offsite and online. This will include public demonstrations and presentations, class facilitation and tours

- Keep up to date with developments in the National Curriculum and with the Learning and Engagement provision in other museums
- In a manner consistent with the Museum's shared values, work with L&E staff and volunteers and with staff and volunteers across departments to create or support innovative and engaging activities and resources which reduce barriers to learning
- Assist with the processing of L&E team bookings, producing accurate timetables for school activities and other events
- Collate data and report as required on areas including performance, targets and individual key tasks. Assist with research and evaluation projects
- Consult with schools and other partners to ensure the Museum is meeting their needs. Provide suitable feedback mechanisms, collate feedback, identify areas for improvement and ensure 'lessons learned' are shared with colleagues
- Provide effective, timely reporting both in writing and through presentations and discussion as required
- Maintain relevant pages of the Museum website, produce promotional materials as required and contribute to the Museum's social media output
- Monitor the availability of consumable resources, ensuring supplies are ordered in good time
- Assume devolved responsibility for budget management when required
- Contribute actively to risk management for the department
- Contribute to staff and volunteer training and development programmes.

Specialism

- Lead on STEM related activities whilst fully participating in all other areas of the teams' work

Additional General Responsibilities

Relationships

- Ensure effective communication with all stakeholders, both internally and externally
- Work closely with other departments to deliver museum-wide programmes and objectives
- Cultivate internal relationships that cross team boundaries and demonstrate positive collaboration and problem solving with all team members
- Cultivate external relationships to identify potential new partners
- Build and maintain partnerships with relevant external contacts and stakeholders
- Champion volunteering across the Museum.

Budgets and Resources

- Work to reduce operational costs and maximise resources whilst maintaining standards of products and services.

Policies and Procedures

- Uphold both the spirit and letter of the Museums Association's Code of Ethics
- Adhere to Museum policies, procedures and code of conduct, to protect people and the Museum's reputation, including GDPR, Health and Safety and Safeguarding policies and procedures
- Professionally challenge procedures that do not add value to the Museum.

Personal Responsibilities

- Actively support and demonstrate the Museum's Values
- Work as part of a team and support colleagues across the Museum
- Protect the reputation of the Museum.

General Consideration

- The above job description is not intended to be a comprehensive list of key responsibilities, duties or requirements, and you are expected to carry out any other duties commensurate with the scope and scale of your role. The job description should be reviewed regularly to ensure it remains an accurate reflection of your role
- You may be expected to travel to other sites, as and when the role requires it, including outside the UK.

Person Specification:

The post holder **must** have (and be able to demonstrate) the following core/professional competencies:

COMPETENCY	DETAILS
Essential technical competencies	• Educated to first degree level or equivalent experience • Demonstrable experience of developing and delivering formal or informal learning activities • Experience of working with children • Excellent verbal and written communication, and presentation skills • Experience of developing accessible learning activities with a Science, Technology, Engineering and Maths (STEM) focus • Knowledge of / interest in the history and current role of the RAF • Knowledge of current H&S regulation including Safeguarding • Knowledge of the educational context in which museum learning takes place in the UK • Knowledge of developments in and the potential of digital and online learning • Excellent Microsoft Office software skills
Communication & Engaging People	• Displays enthusiasm around activities, adopting a positive approach when interacting with others and motivating team members • Listens to, understands, respects and accepts different views, ideas and ways of working • Expresses ideas and provides feedback in a timely and effective manner and with sensitivity and respect to others • Gives credit and acknowledges contributions of individuals in team. Deals with team performance or behaviour, issues in a timely and suitable way • Seeks effective ways of working with colleagues, team members and other stakeholders, sharing information, knowledge and experience.
Decision Making & Problem Solving	• Uses experience and knowledge of standard practices, procedures or customs to evaluate problems and make appropriate decisions/provide appropriate advice • Is able to deal with unfamiliar situations or issues in an effective manner, understanding when a situation requires reference to a relevant individual • Takes initiative to suggest improvement ideas, sharing with the appropriate people in a constructive manner • Takes ownership of problems in their own area of responsibility.
Delivering Results	• Is able to organise own and others' activities to deliver to expected standards and targets, with operational responsibility for a particular area • Shows determination to meet own objectives and priorities and supports team members in doing the same • Considers and pre-empts situations that may require changes to own or, if applicable, team's priorities, and plans accordingly • Remains positive and focused on achieving outcomes, despite setbacks.

Change, Adaptability & Flexibility	• Is receptive and/or pro-actively identifies and contributes to new ideas and approaches, and adapts accordingly • Has the ability to handle conflicting priorities • Ensures own or, if applicable, team, uncertainties around any proposed changes are promptly and constructively raised with the appropriate people/person • Demonstrates an understanding of the need for change and adapts activities and approaches to successfully support the change.
Professional Excellence	• Demonstrates the appropriate level of technical and/or professional knowledge to fulfil the requirements of the role • Demonstrates pro-activity in seeking opportunities to develop skills, knowledge and experience within own area • Shows a willingness to take on new opportunities and activities to expand experience, skills and expertise.
Strategy & Leadership	• Understands the Museum's purpose, vision and strategic objectives, and how their own role, their team and other teams within the Museum, supports their achievement • Positively influences and motivates others, building trust and cooperation within and between teams.

The following are **desirable**:

COMPETENCY	DETAILS
Change, Adaptability & Flexibility	• Demonstrates a creative and imaginative approach to audience engagement
Professional Excellence	• Qualification in teaching or similar discipline, and / or experience of working in museum learning • Experience of working with learners of all ages
Strategy and Leadership	• Experience of working with volunteers

Date created/modified: 22/07/2026 Created by: Sarah Castle Approved by: Kam Sandhu-Patel