

Review Date: December 2024

Reports to: Head of Learning & Inspiration

Responsible for: No direct reports
Head of Learning & Inspiration, Learning and Events Administrator, Content & Experience Director, Marketing team, ESD Director, Facilities team, Visitor Services team, Visitors, Customer Service Advisors

Principally relates to:

Purpose of the role: This role will bring to life our exhibits, spaces and resources for a range of audiences, with a focus on families and the early years. You will be responsible for making sure our galleries, rooms, and online spaces burst with creativity and fun, capturing Eureka!'s ethos of playful learning and delivering high quality events, activities, and engagement.

Main Responsibilities:

- Be audience-focused, ensuring children and young people are at the heart of what we do.
- Be responsible for devising and delivering a rolling programme of multi-curricula events and activities for families and early years children that ignite curiosity.
- Think inclusion-first, ensuring all children and adults can access and engage with our exhibits, events, and supporting resources.
- Nurture and encourage engagement with our spaces with creative interpretation and imaginative loose parts play, bringing to life our exhibits for families and groups with early years children.
- Evaluate and adapt our offer for schools and home educators, creatively meeting and exceeding the needs of students and teachers, ensuring targets are met.
- Deliver excellent customer service, ensuring all programmes are delivered smoothly and professionally.
- Work collaboratively across departments to bring to life our plans, ensuring they are operationally sound and well communicated.
- Produce and maintain excellent and accurate documentation, including plans, H&S, contracts, schedules, and evaluation.
- Undertake relevant administrative tasks such as ordering resources and equipment, financial administration, managing meetings and minute-taking, amongst others.
- Gather and evaluate contributions and feedback from colleagues, contractors, and audiences factoring recommendations into programmes and ways of working going forward.
- Develop and deliver training and ongoing evaluation of staff training, ensuring colleagues can engage with audiences confidently and to an exceptional standard.
- Support the school bookings when needed to ensure excellent customer service to school groups is maintained year-round. This will include using our CRM system (Access Gamma) as needed to provide support to colleagues.
- Engage and collaborate with external stakeholders and providers to ensure the offer is relevant and exciting for our audiences.

Health & Safety:

- Observe all health and safety procedures so that risks to staff and visitors are minimised.
- Ensure that all programmes, activities and events are developed and conducted in line with health and safety guidelines, conducting any necessary risk assessments, COSHH requirements, applying for permits etc. as required.

Job Description – Creative Learning Producer

- Take responsibility for ensuring that individuals and organisations who deliver events at Eureka! Science + Discovery have the relevant insurances and public liability and that health & safety assessments and requirements are met.

Other:

- Occasional weekend and bank holiday work when required
- Any other duties that may be reasonably expected.

Requirements:

- Degree or minimum of 3-5 years' equivalent experience in a relevant field, such as events, festivals, or educational programme development and management, preferably in a museum, cultural, heritage, arts, or educational setting.
- Experience of working with families and early years children.

Person Specification:

Criteria	Essential	Desirable
Experience		
Experience of planning and running successful programmes for families and early years children.	*	
Experience of planning and running successful programmes for schools		*
Experience of managing small to medium scale events from inception to completion, including H&S and budgets.	*	
Experience of working with, and developing and delivering activities and events for, families and children with additional needs	*	
Experience of developing and delivering training		*
Project management experience		*
Experience of researching, developing, producing and evaluating educational resources and materials.	*	
Experience of using evaluation techniques to inform activity development and audience engagement		*
Knowledge		
Degree or minimum of 3-5 years' equivalent experience in a relevant field, such as events, festivals, or educational programme development and management.	*	
Knowledge of EYFS frameworks and best practice.	*	
Knowledge of family learning principles.	*	
Knowledge and understanding of science capital principles		*
Knowledge of the National Curriculum for England (KS1-KS3)		*
Skills and Abilities		
Ability to communicate and engage effectively with a broad range of people, taking into account varying ages, abilities, levels of knowledge and experience.	*	
Excellent team player with the ability to influence and motivate others to achieve a shared goal.	*	
Excellent time management and organisation skills, with demonstrable ability to balance multiple and ongoing events and deadlines.	*	
The ability to translate complex concepts into simple and engaging activities	*	
Self-motivated individual confident in prioritising and working without supervision	*	

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Excellent organisational skills	*	
Excellent ICT skills and experience of the usual Windows based software	*	
Flexible, adaptable approach to work	*	
Other		
Able to work some evenings and weekends	*	
Able to work off site, at ECM and other venues locally and nationally as required	*	