# JOB DESCRIPTION: LEARNING PROGRAMMER

**Introduction & Context:**

Bishopsgate Institute is the delivery arm of the Bishopsgate Foundation, founded in 1894 for “the promotion of the education of the public”. The successful applicant will work closely with colleagues to ensure the strategic objectives and priorities of the Foundation are achieved.

**Role description:**

Date of Last Review: 21 April 2022

Job Title: Learning Programmer

Hours: Full-time or Part-time – 4-5 days a week ( 4 days would be 0.8 FTE, 28 hours / week) The role is mostly Mon-Fri with occasional evening and weekend work required.

Contract: 12 months fixed term contract[[1]](#footnote-2)

Salary range: Circa £27K FTE

Grade: Officer

Reporting to: Programme Manager

Peers: Performing Arts Programmer

Campaigns Co-ordinator

Digital Engagement Officer

Box Office & Front of House Coordinator

Archivist

Event Planners

Administration Officer

Assistant Accountant

Library Cataloguer

Sound & Lighting Technician

IT and Technical Support Officer

**Role purpose:**

* The Learning Programme at Bishopsgate Institute is devised in five strands;

Archives, Creative Arts, History & Society, Performing Arts and Wellbeing & Fitness. The year is split into three terms, with dates that roughly follow the academic year:

* + Spring (January to April),
  + Summer (May to July)
  + Autumn (September to December).

In advance of each term, the Learning Programmer works with colleagues and tutors to shape the content of the programme, and to agree key details such as dates and timings.

* To coordinate the planning, scheduling, delivery and evaluation of the learning elements (events) of the Institute’s programme, including courses for adults, workshops and masterclasses as well as less formal learning such as talks, walks, study days and conferences, and contributing to learning elements within larger-scale events such as Lates.
* To identify and recruit excellent tutors, workshop leaders and speakers to deliver agreed content.
* To make recommendations for additional subjects, themes or modes of learning, including those inspired by our archives, and devise progression routes, where appropriate, for students.

To take responsibility for quality assurance throughout the learning programme and respond to audience evaluation and sales trends.

* To work with the Programme Manager to develop new agreed partnership and project opportunities.

**Operating environment:**

Bishopsgate Institute is open up to 7 days a week, running a number of events, as well as a free Reading Room and Special Collections and Archives, in a stunning, Grade II\* listed building at the crossroads of the City, Spitalfields and the East End.

**Line Management of:**

* No line-management is required
* Direct management relationship with freelance tutors and speakers

**Reporting lines:**

The Learning Programmer will work closely with the Programme Manager, the Performing Arts Programmer, and the Interpretation Manager.

The role will collaborate across the Campaigns and Delivery teams to ensure agreed learning events are delivered on time, on budget and to schedule.

The Learning Programmer is also responsible for monitoring the budget and reporting on the learning programme.

This work will include developing and maintaining strong relationships across the organisation but also with clients, partners and stakeholders including tutors and students.

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| **Key Deliverables** |

* The planning, scheduling, coordination and successful delivery of the learning programme as part of the wider programme of events happening across the Institute. This includes:
* Working with the Campaigns team to develop the termly schedules in line with the Institute’s wider programming and offer.
* Working with the Interpretation Manager and external collaborators on the development of content originating in or inspired by the Institute’s special archive collections.
* Overseeing the administration of the termly courses programme including preparation for the beginning of term and enrolments and working closely with the Event Planners to ensure correct room allocations and set-ups are implemented
* Working with the Event Planners to ensure that the learning programme is adequately and reliably resourced with rooms, facilities, equipment and materials.
* To plan and implement appropriate quality assurance across the learning programme of activity to ensure best practice and high standards are maintained including:
* Ensuring current tutors’ contracts are up to date and checking relevance and suitability of experience and qualifications
* Ensuring all courses have a course description, and content for the course listing on the website, and liaising with and supporting tutors where necessary on developing these
* In conjunction with the Programme Manager prepare a plan for the formal observations of tutors
* Report regularly on enrolments and trends, as well as income generation relating to targets, and providing analysis and recommendations. This includes:
* Compiling, managing and reporting relevant budgets
* Working with the Campaigns team to provide data and information to support quality assurance and evaluation, in collaboration with the Programme Manager
* Produce reports as required ensuring that courses information is regularly updated, accurate and available as requested.
* Work with the Programme manager to oversee the recruitment, management and support of tutors including, but not limited to, checking and signing tutor contracts and schedules.
* Work with the Campaigns team to ensure the timely production of promotional materials and the uploading of information supporting the learning programme needs, including:
* Institute website: provision of all relevant customer-facing information to ensure it is updated, maintained and accurate.
* Leaflets or brochures: preparation of the diary, database, copy, editing, proof-reading in conjunction with the Campaigns team.
* Advertising: provision of all customer-facing information to ensure Bishopsgate Institute courses are listed appropriately on external sites or via partners as required.
* PR: provision of course-related information, including liaising with tutors about speaker opportunities.
* Work with Library team to ensure the safe and timely retrieval, use and return of agreed special collections materials for use in events.
* Monitor feedback from evaluation processes and Duty Manager and Front of House reports to ensure a high level is maintained across the learning offer including tutor timekeeping, quality of delivery and positive student feedback.
* Work with the Programme Manager to maintain, identify and develop new partnerships to support the overall learning offer, including:
* Conducting researching into relevant organisations, festivals, seasons and campaigns
* Supporting the management of the bursary programme, including engaging with external delivery partners.
* Identifying opportunities within the learning programme for collaborations and partnership opportunities

**General**

* Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers.
* Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times.
* Champion and epitomise the Institute’s core competency behaviours.
* Attend relevant training in order to fulfil the requirements of the job and undergo supervision and annual reviews.
* Comply with and implement all organisational policies and procedures as required.
* Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required.
* Dress and present yourself appropriately as the professional needs of the Institute require.

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute’s aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

**PERSON SPECIFICATION: LEARNING PROGRAMMER**

1. **Specialist Area Requirements – Learning Programmer**

1.1 Demonstrable evidence of success coordinating income-generating programmes within an education, lifelong learning or cultural environment and a commitment to the importance of learning and the provision of a quality learning experience

1.2 Demonstrable understanding of quality assurance within a learning programme and of how to develop progression routes

1.3 Demonstrable enthusiasm for and understanding of the Institute’s audiences and programming priorities, in particular increasing access to our special archive collections

1.4 Proven track record in monitoring and achieving financial and impact targets and conducting on-going evaluation of learning programmes

1.5 Excellent skills in scheduling, planning, project management, budget management and administration

1.6 Understanding and expertise in budgeting and financial reporting requirements to support the financial accounting of learning activity.

1.7 Excellent skills in managing and delivering to deadlines including day to day duties, tasks and reports

1.8 Excellent written and verbal communication and negotiation skills.

1.9 Knowledge and experience of operating and delivering effectively and efficiently in project team working environment to agreed objectives.

1.10 Understanding of security and safety issues to protect members of the public, the Institute, and its staff.

1.11 Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required

1.12 Excellent attention to detail and accuracy.

1. **Grade Specific Requirements – Applicable to all Coordinator/Administrator Level Posts**
   1. Experience of and commitment to collaborating within and across teams and an understanding and appreciation of the importance of partnership working to support the achievement of the Foundation’s vision, mission and strategy.
   2. Ability to manage day to day duties and activities to ensure that tasks are achieved effectively, efficiently and to a high standard of quality.
   3. Experience and awareness of good practice/effective approaches to planning and delivery requirements

2.4 Demonstrable skills in working flexibly, trouble shooting and excellent customer service skills.

2.5 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work.

**Bishopsgate Institute – Competency Framework**

At Bishopsgate Institute we use a competency-based approach to staff recruitment, performance review and development. The Framework underpins the culture of the organisation and adds to what we do to enable us to reach our potential both as individuals and as an organisation.

The selection process we use is designed to assess each applicant’s skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

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| **Performance** | **Insight** | **Engagement & Inspiring Others** |
| * Accountability * Delivering Performance * Alignment & Planning * Learning & Change | * Breadth of Perspective * Making Effective Judgements * Applying Specialist Knowledge * Customer & Audience Awareness | * Working Collaboratively * Communicating & Influencing * Empowering Leadership |

There are different levels within each that apply to each grade or level of role in the organisation:

* Assistants, Administrators, Officers – *all non-management level staff.*
* Line Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a ‘Specialist’*.
* Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists*.

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with ***what*** we achieve in terms of tangible results or ‘outputs’ and ‘outcomes,’ these competencies look more at ***how*** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the specific functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.

1. With the possibility of extension [↑](#footnote-ref-2)