

Creswell Heritage Trust

Job Advert

<u>Job title:</u>	Heritage Facilitator - Ranger
<u>Department:</u>	Learning
<u>Pay grade / Salary:</u>	£7,198.45 pa (13 hrs per week)
<u>Hours:</u>	13 hours per week, usually Saturday-Sunday, including Bank Holiday weekends, with occasional evenings & other days, by agreement
<u>Location:</u>	Creswell Crags Museum & Heritage Centre
<u>Contract:</u>	Permanent, Part Time
<u>Reporting to:</u>	Learning Officers
<u>Responsible for:</u>	N/A

Job description:

The objective of this role is to deliver engaging and inspiring formal and informal learning sessions for Creswell Heritage Trust, and the occasional facilitation of special events. The role will also assist the Senior Ranger with maintenance of the 26-acre site ensuring visitors enjoy a memorable experience in a clean, safe, and secure environment. We anticipate that the development of new learning experiences will be a major focus of Creswell Heritage Trust in 2022 onwards, and this role will be a key part of that. Historically, learning at Creswell Heritage Trust has been under-resourced. This post will therefore offer the holder a chance to make a mark at a crucial time in the Trust's story.

Job Description

Key responsibilities:

- Heritage Facilitator role Responsible for:
 - The delivery of on-site formal and informal learning activities. These may include:
 - Public & private tours
 - School group visits
 - Livestreamed learning sessions for schools
 - Digital tours (both livestreamed and to a live audience)
 - University group visits
 - Birthday parties
 - Life on the Edge activity days
 - Costumed interpretation sessions
 - Other sessions, as they are developed.
 - The delivery of off-site formal and informal learning activities. These may include:

- Learning activities at partner sites
- Outreach sessions
- External talks
- Other sessions, as they are developed.
- Contributing to the creation and development of appropriate formal and informal learning activities for all audiences at Creswell Crags, and presenting these ideas to the Learning Officers for approval.
- Undertaking regular inspections of the caves, recording observations according to CHT procedures, and reporting areas of concern to the Learning Officers and Duty Manager.
- Maintaining a clean, orderly and safe working environment, ensuring that all relevant risk assessments are understood and adhered to.
- Checking and basic maintenance of learning department equipment, recording stock levels of expendable items and forwarding requests for replenishment, advanced repairs or upgrades to the Learning Officers when required.
- Presenting a warm, welcoming, and accessible point of contact for all person-led learning and engagement activities on site.
- Ranger role Responsible for:
 - Ensuring Health & Safety regulations are adhered to.
 - Providing a friendly and welcoming service for visitors at all times, answering queries and giving assistance.
 - Encouraging visitors to assist in looking after Creswell Crags, including the compliance of visitors with access and car parking restrictions, health and safety advice, and the country code.
 - Carrying out site patrols at Creswell Crags and in the surrounding area as directed by the Senior Ranger and completing the necessary paperwork. Collecting and disposing of litter as necessary and ensuring external bins are emptied on a regular basis.
 - Assisting in the security of the site including locking up and anti-social behaviour.
 - Undertaking site maintenance operations and to use maintenance equipment as directed by the Senior Ranger, subject to the provision that visitor management responsibilities must take precedence over maintenance duties at all times. Ensuring equipment is properly maintained.
 - Assisting with the effective running of events and activities at Creswell Crags including car parking, visitor management, assistance with cave tours and group visits.
 - Adhering at all times to the rules and regulations associated with a scheduled ancient monument, site of special scientific interest and conservation area.
 - Working outside of normal operating hours when required during inclement weather to check and deal with storm damage, flooding, snow and other hazards which may affect the integrity of the site.
 - Noting and taking appropriate action on hazards, potential hazards and boundary issues which affect the site facilities, liaising with tenants and other organisations who may operate within the area.

- Other:
 - Being prepared to undertake all training relevant to the role and taking a proactive approach to seeking out CPD opportunities.
 - Representing Creswell Heritage Trust with external stakeholders, in particular within the wider museum sector, maintaining appropriate working contacts and relationships.
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Person Specification

Experience	Essential	Desirable
Delivering informative tours, activities, workshops, or similar, to a range of audiences	X	
Working with children in a learning environment		X
Explaining complex ideas and concepts to the public		X
Demonstrable work experience in a heritage, arts, cultural or charitable organisation		X
Demonstrable work experience in heritage & conservation management		X

Education / Qualifications	Essential	Desirable
5 GCSEs grade C/Level 5 or above, including English & Maths, or equivalent	X	
Degree or professional qualification/accreditation in a relevant discipline (archaeology, history, education, or similar)		X
HND/HNC, Degree or professional qualification/accreditation in a land management		X

Knowledge	Essential	Desirable
Basic IT literacy including the MS Office productivity suite	X	
Understanding of the themes that pertain to Creswell Crags (archaeology, palaeontology, anthropology, etc.)		X
Awareness of different learning needs and styles		X
Awareness of health and safety in relation to working with children/in an outdoor activity setting		X
Knowledge of Health & Safety, Risk Assessments, COSHH, Fire & First Aid procedures.		X

Personal Qualities	Essential	Desirable
Enthusiastic approach to work	X	
Demonstrable time-keeping skills	X	
Able to adapt delivery style to communicate effectively with different audiences	X	
Confident oral communicator	X	
Capable of spontaneous problem-solving and working flexibly	X	
Interest in museum/heritage sector & prehistory	X	
Creative ability to develop new ideas		X

The application process:

All potential applicants can find our relevant documents (job description and person specification) below, and on our website www.creswell-crags.org.uk/jobs. Please submit CV and covering letter via email to Head of Finance & Resources, nicola.tewson@creswell-crags.org.uk. If you require any further information regarding this role do not hesitate to contact us via telephone on 01909 720378 or email Learning Manager, sarah.lee@creswell-crags.org.uk.

Closing date for applications is **midnight on Sunday 3rd July 2022**, with interviews to be held online **Friday 8th or Sunday 10th July 2022**.

What we can offer you:

- Up to 32 days (pro rata for part time) annual leave including bank holidays
- Company pension scheme
- Occupational Sick Pay
- Staff discount in café & shop
- Free parking

Equal opportunities statement:

Diversity & inclusion is very important within our work ethics. We are an equal opportunity employer committed to a diverse and inclusive workforce. If you need any adjustments to make the recruitment process more accessible to you, please let us know.

Reviewed by: Nicola Tewson
Review date: 23/06/2022