

Position Description

Learning & Engagement Officer

Reports to

Head of Learning and Engagement

Hours

0.8 - Full-time (pro rata to be applied)

At the Jewish Museum of Australia, we illuminate Jewish life. At the intersection of art and Jewish culture, our Museum is a place for all people to share in the Australian Jewish experience. Through a vibrant calendar of onsite and online experiences and events, the Jewish Museum is recognised as one of Australia's leading community museums.

Celebrating global Jewish excellence and everydayness through an Australian prism, we inspire curiosity, conversation and play with engagement and connection at our heart. Guided by our strong belief in the power of museums to change lives, we create world-class exhibitions and programs that convey the stories of our diverse community and enhance social cohesion.

PRIMARY PURPOSE

The Learning and Engagement Officer serves as the key point of contact for schools and groups interested in participating in the Jewish Museum of Australia's education programs. This role combines meticulous administrative coordination with strong relationship-building and communication skills, ensuring seamless engagement with diverse audiences.

Reporting to the Head of Learning & Engagement, the Officer collaborates closely with the Learning & Engagement team to support the planning, coordination, and delivery of a diverse range of educational initiatives that enrich visitor experience.

The Officer plays a vital role in strengthening the Museum's community presence and profile by assisting with program administration, delivery, evaluation, and reporting, contributing to the overall success and growth of the Museum's education offerings.

[Learn - The Jewish Museum of Australia](#)

KEY RESPONSIBILITIES

Administration & Organisational Responsibilities

- Prepare project timelines and input data as required.
- Assist with the ongoing administrative tasks including bookings, invoicing, rosters and preparation of program resources.
- Support effective internal communications by sharing relevant information with colleagues in a timely and generous manner.
- Seek opportunities to continually improve the delivery of learning and engagement products and services.
- Ensure implementation of and adherence to all existing Museum policies, procedures and work practices.
- Actively participate in regular Team meetings and contribute to a culture of creativity, excellence and innovation.

Program Planning & Delivery

- Support the delivery of dynamic, inclusive, and culturally sensitive school programs that cater to diverse learning needs for both primary and secondary students.
- Deliver welcome and farewell to school groups participating in programs.
- Manage logistics and planning for program delivery, including scheduling, booking, resource preparation, invoicing and communication with internal and external stakeholders.
- Implement and maintain effective administrative and accounting systems to track program attendance, feedback and engagement metrics, ensuring efficient reporting and evaluation.
- Have knowledge and capability to deliver programs to students and teachers.
- Contribute to ongoing program improvement by gathering feedback from participants, teachers, and facilitators, and assisting with the refinement of educational content and delivery methods.
- Schedule, coordinate and liaise with L&E Volunteer Guides and facilitators to ensure successful program delivery
- Organise induction of new guides and professional development for all guides.

Partnership & Stakeholder Relationships

- Act as a primary point of contact for schools and educational organisations, managing expectations and facilitating seamless group visits and educational program participation.
- Work collaboratively to ensure strong communication and liaison across the L&E department, the Museum team and external stakeholders.
- Nurture respectful relationships with L&E Volunteer Guides and facilitators.
- Develop and nurture partnerships with educational institutions, community organisations and cultural bodies to broaden the museum's reach and impact.
- Foster ongoing relationships with external collaborators, ensuring open communication, feedback and the continuous improvement of learning experiences.

Program Marketing & Evaluation

- Collaborate with the marketing and communications team to develop outreach strategies aimed at increasing student, teacher and community participation in the Museum's educational offerings.
- Assist with the development of evaluation strategies and ensure that insights and findings are incorporated into program refinement, iteration and future improvements.

Other duties

- Weekend and evening work may be required
- You may be required to perform additional duties that are incidental to your key duties.

OHS AND RISK MANAGEMENT

In the context of Occupational Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
- Cooperate with their employer
- Maintain and observe all current Health and Safety policies and procedures
- At all times, take reasonable care for their own health and safety and that of other persons that may
- be affected within the Workforce.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Learning and Engagement Officer is accountable for:

- The quality of their work
- The ability to co-ordinate work in a team environment or work individually under general supervision

The extent of authority for this position includes:

- Performs work under routine supervision either individually or in a team environment, calling upon the advice of more senior staff when necessary.
- The Learning & Engagement Officer is accountable to the Head of Learning & Engagement for the achievement of goals and objectives established for the position.

SKILLS AND KNOWLEDGE REQUIRED

The Learning & Engagement Officer will possess the following knowledge and skills:

- Excellent written and verbal communication skills and attention to detail.
- Ability to multitask with accuracy and confidence.
- Excellent organisational skills and ability to set priorities, meet deadlines and achieve targets.
- Highly developed IT skills including proficiency in the Microsoft 365 software suite

PREREQUISITES

- You are permitted to work in Australia and can provide evidence on request.
- You will hold and maintain a Working with Children Check (or agree to obtain one prior to appointment), nominating the Museum as your employer.
- You agree to undergo a Police Check at the commencement of your employment at the expense of the Museum. Your employment at the Museum is subject to the satisfactory outcome of the Police Check.

KEY SELECTION CRITERIA

Essential

- Degree in education, arts, or a related field or workplace experience in a similar role.
- Excellent organisational skills and ability to set priorities, meet deadlines and achieve targets.
- Confidence when presenting to groups of students and adults.
- Competence and confidence using platforms and tools relevant to application in learning settings, and the ability to incorporate virtual as well as physical technologies in the development and delivery of education programs.
- Experience working with internal and external stakeholders from a range of backgrounds.

Desirable:

- An understanding of and appreciation for Jewish history and culture and the diversity of Jewish experiences.
- Experience teaching and facilitating learning programs to students across various educational settings.
- Experience in an education setting, administering and facilitating education programs.