

New

Ministry

Culture, Multiculturalism, and Status of Women

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Learning Activator

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Heritage, Royal Alberta Museum

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Head of Learning

Supervisor's Current Class

Program Services 4

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Under the direction of the Head of Learning, the Learning Activator works to increase the Royal Alberta Museum's reputation as a source of knowledge on natural and human history while supporting the operation of Museum programs. This is achieved through the delivery of historical and scientific resource material and engaging non-curriculum and curriculum based programs for all ages. The Learning Activator will incorporate RAM's collections (especially the Learning Collection) and collaborate with other subject matter experts and Learning staff, to assist with the delivery, evaluation, and ongoing enhancement of learning programming.

The Royal Alberta Museum is the largest museum in Western Canada, with visitors participating in highly interactive experiences through a wide variety of education and public programming events, hands-on demonstrations, and guided tours. Under the direction of the Head of Learning, the Learning Activator will deliver of a variety of high quality learning programs (both curriculum and non-curriculum based), providing an enriched and dynamic experience for Albertans of all ages and backgrounds.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Program Delivery
The Learning Activator will deliver knowledge and skill based programs that are of a consistent high-

quality and professional calibre, and that incorporate relevant and current information that reflects the strengths of the staff and collections of the RAM by:

- Ensuring program rooms, supplies, activities, guest speakers, or objects are ready for program delivery at the start of each day/session.
- Delivering programs with enthusiasm, and an adaptable delivery style which is audience appropriate. For example, from speaking to and managing large groups on tours, to one on one conversations about themes and ideas in exhibit spaces with all age groups.
- Ensuring all programming supplies, spaces are cleaned up or returned after use.
- Assisting with testing prototypes of interactive materials for learning programs and museum galleries.

Customer Service

The incumbent will provide excellent customer service to RAM visitors, ensuring hospitality and world class service by:

- Creating a welcoming and accessible experience for all program participants and visitors.
- Incorporating a variety of interpretation techniques and instructional methodologies for varied audiences.
- Responding to feedback and utilizing non-confrontational techniques to deescalate situations as required.
- Gathering information to identify gaps and recommend strategies to strengthen visitor experience.
- Maintaining relationships and visitor satisfaction by answer questions promptly and with professionalism.

Administration

The incumbent will provide administrative support, where required, to ensure programs are delivered smoothly by:

- Checking participant lists, flagging issues and troubleshooting problems with program delivery as it arises.
- Supporting Admissions with group arrivals and establishing self-conducted tours when needed.
- Monitoring supplies and other program materials to ensure appropriate levels are maintained and notifying appropriate staff when orders are needed.
- Supporting Edu-Kit set up, booking, and intake, including basic collection object care and kit maintenance.

Program Evaluation

This position will help ensure that programs at RAM are relevant, flexible and adequately meeting the needs of program participants by:

- Assisting with the review of learning programs for sound learning concepts and messaging that is clearly and consistently presented.
- Capturing visitor feedback for the learning team, both in informal/anecdotal and formalized capacities.
- Ensuring evaluation methods are routinely conducted and assessments for all developed programs are used in the enhancement of all programs.
- Relaying any significant issues in program delivery or visitor experience in a timely manner.

Other duties as assigned.



Problem Solving

Typical problems solved:

The incumbent will be responsible for solving the following types of problems:

- Propose revisions to programs based on experiences from program delivery and visitor feedback.
- Work with other staff across the museum in delivering programming or education projects to ensure best experiences for the visitors.
- Liaise with the public in the event of issues with program delivery or unfulfilled visitor expectations.
- Manage the expectations of the public when facilitating tours and other informal programming opportunities.
- Deal with a multi-faceted and quickly evolving customer focused environment.

Types of guidance available for problem solving:

The position reports to the Head of Learning who can provide guidance and support with regards to best

practices in museum education and programming. The position's supervisor can also assign support when necessary. The incumbent will also be able to rely on the Learning team to ensure all programs are aligned with the museum's larger goals.

Direct or indirect impacts of decisions:

Decisions around program delivery will have a direct impact on the museum's visitors and their experience on site.

Other museum staff, such as curators, conservators and others, may be asked to contribute knowledge and expertise to the delivery of specific programs.

Key Relationships

Major stakeholders and purpose of interactions:

Director of Engagement and Education - overall direction
 Head of Learning - day to day direction and supervision
 Learning staff - team coworkers and project team members,
 Curatorial section staff - program information and content verification
 Schools and community groups to whom programs will be delivered

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Applied Degree	Education	Arts	

If other, specify:

Ecology, Museum Studies, Science Communication,

Job-specific experience, technical competencies, certification and/or training:

A minimum of two years experience in program delivery or other interpretive program delivery preferably in a museum or historic site.

- Knowledge of Alberta's human and natural heritage to help deliver programs is an asset.
- Knowledge of current interpretive techniques for program development and delivery.
- Knowledge and experience in presenting and developing programs to various ages.
- Knowledge of Alberta Education curriculum is an asset.
- Ability to interpret diverse topics to develop programs or different audiences.
- Ability to prioritize tasks, to multitask effectively, to perform well under pressure.
- Commitment to teamwork, continuous improvement, and providing the finest in client satisfaction.
- Strong oral and written communication skills; including ability to interact effectively with a range of audiences and communicate complex concepts in user-appropriate language.
- Presentation and facilitation skills.
- Demonstrated initiative and creativity to implement new programs and initiatives.
- Competent in Microsoft programs, such as Word, Excel, Outlook, PowerPoint, database and internet skills.
- Bilingual in written and spoken French and English is an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities 	The incumbent will work with coworkers to deliver new programs based on RAM's Strategic Plan and Section Plan. They will need to evaluate and alter program delivery based

		<ul style="list-style-type: none"> • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>on visitor feedback and best practices.</p> <p>The incumbent will make recommendations to the Head of Learning around future ideas for programming.</p>
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	<p>The Learning Activator will need to adapt to changing visitor needs, group bookings, audience demands on a daily basis.</p> <p>They will need be adaptable and patient when dealing with young audiences and respond to problems in a manner that is appropriate to an education environment.</p>
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<p>The Learning Activator will need to build relationships across the museum to utilize materials pertaining to their programs.</p> <p>They will address concerns and suggestions brought forward from the public regarding how to improve the Museum's offerings to the target audience.</p>
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<p>The incumbent will engage with Learning team members and staff from across RAM.</p> <p>They will develop relationships with key stakeholders to ensure high quality program delivery.</p> <p>They will contribute to the long term planning of the Learning Team.</p>