

New

Ministry

Arts, Culture and Status of Women

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Learning Facilitator

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or 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 5

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 Facilitator ensures visitors and program participants at the Royal Alberta Museum (RAM) unlock meaningful connections to the objects and stories within. The RAM is the largest museum in Western Canada, with visitors participating in highly interactive experiences on a daily basis. This is achieved through the development and delivery of immersive French and English language programs (both facilitated and self guided) and world-class experiences.

This role will have a strong gallery presence, ensuring RAM's spaces are lively and relevant. The Learning Facilitator will be familiar with a diverse range of interpretive and learning techniques. They will conceptualize and oversee education and public programming events, hands-on demonstrations, and guided tours at the RAM, with a focus on French language programming. The Learning Facilitator will bring knowledge of local Indigenous traditions and ways of learning to RAM's programs, events and their ongoing development.

Facilitated programs are an important service to the community, including educational institutions (elementary and post secondary) tourists, local visitors and social organizations. In person facilitation allows for questions and answers, contextualizing information, and enriching experiences which lead to the meaningful interpretation of exhibits and objects. Experiences like object tables, tours or lectures, and hand's on activities create unique opportunities for engagement that increases visitation and participation in the Museum. Increased programming will elevate the visibility of Alberta's history and heritage to groups

of all ages.

Responsibilities

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

The Learning Facilitator will be an important part of bringing Alberta's history to life, creating meaningful experiences, and exceptional programs through:

Research

The Learning Facilitator will work with the Head, Learning to continually conduct research into:

- Visitor needs, with a focus on Francophone visitors, based on inclusionary practices, cultural sensitivity, accessibility, current attendance and future audience growth.
- The diversity of Francophone stories within Alberta and ensuring they are shared and told through our collections, exhibits and material culture.
- Emerging better practices in museum education, and the latest developments in educational pedagogy through a combination of lenses (including age appropriate learning, visitor types and motivations etc.).
- Current Alberta Education Curriculum and connected learning objectives and strategies (including any recent developments for post-secondary education curriculum and strategies).
- Communication and facilitation techniques focusing on enriching a casual visitor's experience at RAM.

Experiential Programming Development

The Facilitator will foster and lead the development of French and English language experiences and programs at RAM, directed by the Head, Learning, that include (but are not limited too):

- Strong learning outcomes articulated as part of program development, which create a foundation of activities and experiences based on the results of visitor-based research and understanding of needs.
- Innovative, provocative and engaging implementation methods that may include hands on activities, inquiry based presentations, games, tours, and virtual programs when appropriate.
- Reconciliation through the incorporation of Indigenous ways of knowing and world views as a framework for program development, supported by relevant professional development and ongoing work with the Indigenous Engagement Section of RAM.
- Evaluative rubrics for the formal and informal programs delivered for RAM that may include, but are not limited to, developmental evaluation, observational evaluation, visitor surveys and focus groups with community.
- Developing programming content and RAM experiences based on skill set and area of expertise, while supporting general programming and section operations.

Program Delivery

Working in the galleries and other RAM spaces, as well as off site where appropriate, the Facilitator will provide engaging and dynamic French and English language programs that:

- Are responsive to the program participant's intellectual, emotional and tactical output, which relies on interpersonal communication, strong relationships and a high degree of emotional intelligence.
- Utilizes the expertise of RAM staff and objects, especially the objects in the learning collection, to contribute to the intellectual, emotional, and tactical experiences, furthering the depth of storytelling.
- Collaborates with community networks and resources like school boards, social agencies, festivals, friendship centers, etc.
- Utilizes the strength of RAM expertise and knowledge holders by working across departments, partnering with Curators and other staff to co-create and deliver engagement programs (where appropriate).
- Promotes RAM programs at relevant outreach events and participates in off site program and event opportunities.
- Participates and delivers virtual programming, including participating in the creation of Online content for RAM social media and other virtual platforms.

Program Evaluation

This position will work with the Head, Learning to evaluate French and English language program performance by:

- Being reflective on improving programming and shifting learning outcomes, initially defined in the

planning process, through annual self-reflection and evaluation cycles.

- Collecting feedback on programs delivered from participants, peers and other stakeholders.
- Sharing the results of their programs and implementing improvements when required.

Community Outreach

This position is an essential front line/visitor and community focused position, which will work across Engagement and Education (along with RAM staff at large) to create a strong network and partnership with community groups, audiences and program participants. This will be achieved by:

- Highlighting the unique value, skills and perspectives Learning can bring to projects, other staff, other departments and external stakeholders.
- Attend outreach opportunities when possible and work with Community Engagement staff to connect with new and emerging audiences and communities.
- Work with RAM staff on gallery development and related programming planning, feature exhibition program planning and other special projects as required.
- Work with Communications and Community Engagement teams at RAM to create promotional content to market and enhance program offerings at RAM.

Administration

This position will complete the necessary administrative duties to ensure effective and efficient administration of program development, including but not limited to, purchasing, planning activities, booking support and overall network building.

Supervision

This position may assist with the supervision of wage staff, interns, volunteers, students and assist with their training.

Professional Development

Participate and undertake relevant professional development opportunities, to enhance knowledge of contemporary educational curriculum, programming evaluation methods and interpretive techniques.

Other duties as required.

Problem Solving

Typical problems solved:

Problem solving

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

- Agile approaches to program delivery based on immediate visitor feedback.
- Engage and set expectations around the feasibility of implementing new programs.
- Work with other staff across the museum who may have differing ideas and opinions.
- Liaise with the public in the event of issues with program delivery or visitor expectations.

Types of guidance available for problem solving:

This position reports to the Head of Learning who can provide guidance and support with regards to best practices, and human centered programming. The position's colleagues can also provide support when necessary. The incumbent will also be able to rely on the Engagement and Education team, and other museum staff to ensure all programs are aligned with the museum's larger educational goals. This position will be supported by the overall direction and supervision of the Section Director, the Director of Engagement and Education.

Direct or indirect impacts of decisions:

Decisions around program development and delivery will have a direct impact on the museum's visitors, school groups, program participants and community members.

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
 Engagement team - connections to knowledge keepers, community leaders and experts
 Schools and community groups - programs will be delivered to and evaluated by.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Education	Arts	

If other, specify:

Museum Studies, Arts, Science

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

Bachelor's Degree in Education, Museum Studies, Indigenous Studies, or related field.
 -Minimum of 5 years interpretive or educational program development and delivery at museums and historic sites, early childhood education, and/or children's museum.
 -Sound knowledge of current interpretive techniques, teaching treading and presentation of exhibits and programs to multiple audiences.
 - Familiarity with exhibit development, including interactive exhibit materials and technologies
 -Knowledge of Alberta's human and natural history, including Indigenous perspectives and ways of knowing.
 - Ability to work in a fast-paced work environment.
 - Ability to think manage resources effectively, prioritize tasks and approach work with a sense of creativity and flexibility.
 - Ability to work well independently, with a strong sense of self motivation, and ingenuity.
 - Ability to link diverse subject matter to a variety of ages, themes and experiences ensuring they are engaging, relevant and built on learner's expectations.
 - Ability to spend extended hours, walking and standing.
 - Knowledge and understanding of OH&S polices.
 - Computer literacy in Microsoft 365 suite and Internet skills.
 - Ability to work Tuesday to Saturday, or Wednesday to Sunday as required.
 - Bilingual in written and spoken French and English is an requirement.
 - Previous experience in virtual programs 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 • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	The incumbent will work with coworkers to develop new programs based on current events, ongoing research and community needs. They will need to evaluate and alter program delivery based on visitor feedback and best practices in museum programming. The incumbent will make recommendations to the Head of Learning around future projects.

Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>The Facilitator will need to adapt to the changing visitor needs, group bookings requirements, and audience demands on a daily basis.</p> <p>They will need to be adaptable and patient when dealing with young audiences, and respond to problems in a professional and visitor centered way.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>		<p>The Facilitator will need to build relationships across RAM to develop content and marketing materials pertaining to their programs.</p> <p>They will seek input from colleagues who are subject matter experts and incorporate feedback into program development.</p> <p>They will address concerns and suggestions brought forward from the public regarding how to improve the Museum's offering to the the target audience.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>The incumbent will engage with team members from across the Heritage Division and the larger museum community to remain engaged with relevant communities of practice.</p> <p>They will develop relationships with key stakeholders to ensure the Museum is considering their needs. They will contribute to long term planning of the Engagement and Education team.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

023PS35 Culture & Tourism Sport Consultant
023PS73 Econ. Dev. & Trade Industry Development Officer

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature