

**Holocaust Centre North**

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[support@hud.ac.uk](mailto:support@hud.ac.uk)

Are you passionate about education, history and inspiring people through meaningful learning experiences? Do you want to work in a museum environment where you can help bring history to life while encouraging critical thinking, empathy and social responsibility?

Holocaust Centre North is seeking an organised, proactive and collaborative Learning and Events Officer to join our team. This is an exciting opportunity for an enthusiastic educator who is committed to challenging prejudice and discrimination and believes in the power of education to create positive social change.

Working closely with the Head of Learning, you will support the development, delivery and evaluation of our learning programme for schools, families and public audiences. You will plan and facilitate engaging workshops, educational visits and public events, prepare learning resources, and ensure the smooth delivery of activities across the Centre. You will also contribute to the creation of innovative, accessible and inclusive learning experiences that bring Holocaust Centre North's collections and stories to life for a wide range of audiences.

This role would suit someone with experience in education, museums, heritage or community engagement who enjoys working with people of all ages and backgrounds. You will be an excellent communicator, a strong team player and committed to creating welcoming learning environments where challenging histories can be explored with sensitivity and confidence.

The post is offered on a part-time basis (0.6 FTE), with the potential for the hours to increase, subject to future funding.

Salary range: £ 26227.50 pro rata

Reporting to: Head of Learning

Type of role: 0.6 FTE

## **ROLE PURPOSE**

To support the delivery of our schools and public education programme

To be an active member of our exhibition's Front of House team delivering excellent visitor experience.

To organise and support events across the organisation.

## **SPECIFIC RESPONSIBILITIES**

To support the delivery of our existing schools and public education programme

To deliver workshop sessions within our learning programme (with pre-prepared material) to school, college and university groups.

To liaise with schools and colleges prior to their visit (answering any queries from teachers, sending risk assessments, and dealing with permissions/quotes/payment issues etc).

To use Holocaust Centre North's booking system to ensure schools are booked in, and all relevant staff are kept informed.

Ensure that schools and other organisations are invoiced promptly and chase late payments in partnership with our Finance Team.

Maintain accurate quantitative and qualitative records of school visits, supporting the Head of Learning to monitor and evaluate the learning programme.

To support the Head of Learning to deliver additional activities with, and for, teachers, including the teachers' newsletter, CPD events and focus groups.

To liaise with survivors and/or their families when they visit the Centre and arrange the logistics of their talks in schools

## TO BE A MEMBER OF THE FRONT OF HOUSE TEAM

To be a member of the Front of House team, sharing responsibility with other team members, including to:

- Respond promptly and professionally to all enquiries and ensure the relevant team members are informed as required.
- 
- Welcome visitors in a friendly and professional manner, introduce the exhibition and inspire a depth of experience for visitors.
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- Monitor the condition of the exhibition ensuring it is maintained to a high standard
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- Encourage visitors to make a donation for the upkeep and development of the exhibition, and continued work of Holocaust Centre North
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- Ensure effective visitor signage is in place, and assist visitors in the event of an evacuation, notifying visitors of emergency exits
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- Ensure that Holocaust survivors visiting the Centre receive a warm welcome and become familiar with their stories and collections.
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- Open and close the exhibition in line with advertised opening hours and have joint responsibility with other members of staff for occasional evening and weekend openings.

## OTHER

To work with staff across the team to plan, deliver and evaluate public events

Carry out any other duties commensurate with the general level of responsibility of the post

| Attributes                  | Essential                                                                                                                                                                                                                                                                                                                                                                          | Desirable                                                                                                                                                                                             |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Qualifications/<br>Training | <ul style="list-style-type: none"> <li>Minimum of 5 GCSEs or equivalent, A*–C, including English</li> </ul>                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Educated to first degree level or equivalent</li> <li>professional qualifications/ work experience</li> </ul>                                                  |
| Experience                  | <ul style="list-style-type: none"> <li>Experience of working face to face with individuals and groups</li> <li>Experience of managing confidential information</li> <li>Experience of customer care</li> <li>Experience of working with children and young people</li> </ul>                                                                                                       | <ul style="list-style-type: none"> <li>Experience of working within a museum/gallery/archive/ library setting</li> <li>Experience of working with teachers</li> <li>Experience of teaching</li> </ul> |
| Skills                      | <ul style="list-style-type: none"> <li>Excellent written communication skills</li> <li>Excellent presentation skills</li> <li>Ability to communicate sensitively and confidently with visitors</li> <li>Excellent organisation and co-ordination skills</li> <li>Attention to detail</li> </ul>                                                                                    | <ul style="list-style-type: none"> <li>Experience of a front of house or public facing role</li> <li>Ability to ask visitors to make a donation</li> </ul>                                            |
| Knowledge                   | <ul style="list-style-type: none"> <li>Awareness of and interest of 20th century history</li> <li>Knowledge of Holocaust history</li> <li>Interest in and awareness of Holocaust Centre North's work.</li> </ul>                                                                                                                                                                   |                                                                                                                                                                                                       |
| Personal<br>Attributes      | <ul style="list-style-type: none"> <li>Trustworthy</li> <li>Self-motivated and able to work to own initiative, but also as part of a team</li> <li>Strong customer service focus</li> <li>Flexible and adaptable</li> <li>Ability to work in a fast-paced environment</li> <li>Availability and willingness to work flexibly for occasional evening and weekend events.</li> </ul> |                                                                                                                                                                                                       |

### How to apply

To apply please submit:

your CV

a cover letter (no longer than 2 A4 pages)

the equal opportunities monitoring form.

If you wish to enhance your application, you may include up to five attachments of images or videos. This is optional but can be a great way to showcase your work.

Please send these as attachments to our Head of Learning, Hannah Randall ([support.hcn@hud.ac.uk](mailto:support.hcn@hud.ac.uk)). The closing deadline is midnight on 10th August. We will be unable to consider applications received after this time.