



JOB DESCRIPTION.

JOB TITLE	Learning Coordinator
REPORTS TO	Deputy Head of Learning
DEPARTMENT	Education

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

Curiosity, experimentation and Shakespeare for all sit at the heart of Education at Shakespeare's Globe. Building on the legacy of the department's first thirty years, we carry forward popular and dynamic programmes to inspire students of all ages to learn about and love Shakespeare. Equality, diversity, inclusion and anti-racism underpin all that we do as we aim to foster an ethos of community, curiosity, quality and collaboration.

PURPOSE OF JOB

- To work with the other Learning Coordinators to provide administrative, organisational and customer service support for all Learning activities across the Education department.

PRINCIPAL RESPONSIBILITIES

- Communicate with teachers, other educational staff & freelance practitioners to ensure that successful bookings are made and managed according to the needs of primary and secondary schools across the UK and overseas.
- Coordinate and administrate learning projects and productions with schools, families and community groups to ensure projects are well planned, managed and logistically successful, as well as within budget.
- Liaise with other Globe staff, particularly in operations, sales, and finance to ensure a joined up and efficient use of space management and resources for all activities, such as Lively Action workshops and teacher CPD workshops.
- Support the Co-Director of Education and Deputy Head of Learning in ensuring freelancers working at events are successfully managed and properly supported.
- Administrate bookings from the Ticketing and Sales department to ensure a more bespoke service is offered to customers.
- Process practitioner payments and expenses and ensure the prompt payment of freelance staff using financial software.

PERSON SPECIFICATION

- Excellent administrative skills with a good working knowledge of Windows-based software (particularly Excel); some familiarity with digital meeting platforms (e.g. Zoom or Teams) and customer relationship management (CRM) systems.
- Effective interpersonal skills with the ability to communicate diplomatically with a wide range of people at all levels from within and outside of the organisation.
- Strong organisational skills with proven ability to plan and prioritise a varied workload.
- Customer-focused with a professional approach to tasks.
- A supportive team member and good team worker.
- Strong attention to detail.

- Enthusiasm and willingness to learn.
- A working knowledge of how schools and teachers function

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity and anti-racism and able to implement these within all areas of work.
- Supportiveness to others
- Thoughtfulness, reflecting, and problem solving
- Influencing and communicating with others
- Delivering high-quality output

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Permanent / Full Time (happy to talk flexible working)

[A full set of terms and conditions will be supplied with a contract of employment]

Hours: 35 hours per week exclusive of lunch breaks. Additional hours at evenings and weekends may be required (agreed in advance) for which time in lieu may be granted. There are no extra payments for additional hours worked.

Salary: £23,660 per annum

Holiday: The annual holiday leave is 25 days pro-rata per calendar year plus Bank Holidays.

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected shows, events and activities, access to our free employee assistance programme via phone line and website; season ticket loans available; eye test scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes. As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.