



Head of Learning & Public Engagement

Role Profile

Job Title:	Head of Learning & Public Engagement (HLPE)
Position:	Fixed-Term Contract (Until June 2026)
Hours:	Full time 35 hours per week (including regular evenings and weekend working)
Holidays:	33 days including 8 public holidays, per annum
Responsible to:	Visitor Experience Director
Responsible for:	<ul style="list-style-type: none">• Public Programme Manager• Community & Youth Engagement Manager• Schools & Family Officer• Departmental Volunteers• Freelance Educators, Lecturers and Contractors
Salary	£44,000 per annum
Location based at:	Chelsea Physic Garden, 66 Royal Hospital Road, London, SW3 4HS. Flexible working possible.

1. Equal Opportunities

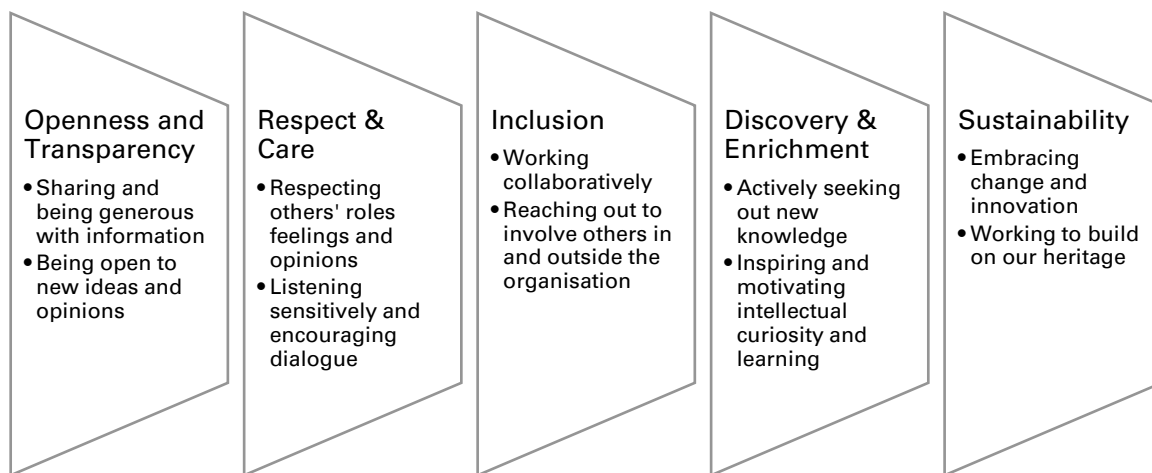
Chelsea Physic Garden is a place for everyone. As an equal opportunities' employer, Chelsea Physic Garden is committed to championing equality, diversity, and inclusion in our workplace. If you are a suitably qualified applicant, we encourage your application whatever your age, disability, gender, gender identity, race, religion or belief, sexual orientation or socio-economic background.

2. About Chelsea Physic Garden

Chelsea Physic Garden (CPG) is an independent charity set up in 1983 to promote and preserve the four-acre garden of the same name. The charity's mission is to demonstrate the medicinal, economic, cultural and environmental importance of plants to the survival and wellbeing of humankind. We are open to visitors six-days a week, eleven months of the year. There has been a teaching Garden on our site since 1673, and today we hope that all our visitors leave inspired, having learnt something new.

4. Our Values

We have a set of five inter linked reinforcing values that support each other



5. About the Role

The Head of Learning & Public Engagement is responsible for ensuring the delivery of all activity within the Learning Department including schools' programme, family programme, community engagement and youth engagement. Alongside these, the post holder is responsible setting the strategic direction of the department and will be expected to lead on delivering plans developed with Funders.

The post holder will develop and implement a coordinated Learning and Engagement programme that delivers learning for a range of key stage areas in line with the National Curriculum, whilst also encouraging wider use and understanding of, interest in and enjoyment of Chelsea Physic Garden by students, visitors and educators.

We aspire for every visitor to have a great learning experience, and for every learner to have a great visitor experience. The post holder is key to ensuring the delivery of this holistic vision by working collaboratively across the organisation. Through the Learning Team, the post holder will need to ensure that the targets are met or exceeded.

This is an exciting time to join Chelsea Physic Garden. We are delivering a new 10-year organisational strategy and develop a refreshed approach to engagement. The HLPE will feed into the new Engagement Strategy and embed the plan into the strategic development of the department.

The HLPE reports to the Visitor Experience Director (maternity cover) who in turn reports to the Director. They line manage the Public Programme Manager, Schools & Family Officer, and the Community & Youth Engagement Manager. Through the team, and directly, they coordinate and supervise a team of volunteers that support the work of the department. They coordinate and direct the work and output of Freelancers.

This role is offered on a fixed-term basis, as the current postholder has taken up a secondment as Visitor Experience Director to cover maternity leave. It provides an excellent opportunity to work closely with the team and make a meaningful impact to the Garden's future.

Key duties and responsibilities:

1. Learning and Public Engagement Programmes:

The HLPE will shape and guide the direction of all learning delivered by, or on behalf of, Chelsea Physic Garden. They will work closely with the Visitor Experience Director and lead the Learning Department to deliver a high-quality, balanced programme that serves schools, families, communities, and public audiences.

In collaboration with the Schools & Families Officer, and in line with National Curriculum priorities and the Learning and Outreach Plan, the HLPE will support the design and delivery of a dynamic schools' programme. They will also build partnerships with universities, schools, community groups, and educators to strengthen community and youth engagement and extend the Garden's reach, driving forward projects to support our engagement goals.

Working alongside the Public Programme Manager, the HLPE will help develop a sustainable public programme generating over £120,000 in income, co-lead the Public Programme Workgroup, and oversee projects such as the annual reopening, LGBTQ+ History Month, and initiatives with Chelsea Heritage Quarter partners.

The HLPE will also ensure that all activity is consistently evaluated, with and insights used to improve and adapt future programmes.

2. Fundraising & Budget Management:

The HLPE will work closely with fundraising colleagues to advocate the work of the department and Garden. They will help to identify sources of funding, and support applications for learning and outreach posts and activity. They will ensure funders' objectives are satisfied and that information for and reports are prepared for funders as necessary. They will provide reports to the Director and/or fundraising colleagues as required for Trustees and Advisory Committee.

The postholder will manage the departmental budget setting process, in support of the organisational business plan. They will report on departmental KPI's including income and participation.

3. Strategic management:

The HLPE will play a key role in shaping the new Engagement Strategy, with a particular focus on how learning and engagement activities are designed and delivered to support priority areas and target audiences. They will champion the Engagement Strategy, embedding it within the organisation's culture, and work closely with the Visitor Experience Director to implement a fresh approach to engagement across the Garden.

4. Staff and Volunteers

Recruit, train, manage and develop staff and volunteers for the department. Ensure that departmental staff have clearly defined work plans and objectives that align with the organisational Mission, and overall departmental priorities. Allocate and when necessary, review resource allocation to ensure that the department works efficiently and effectively. Propose and secure training and personal development needs of staff and volunteers for the department.

The postholder will be an accomplished manager, a confident and experienced 'people person' able to inspire and motivate their team of staff and volunteers especially as these will increasingly work remotely from the Garden. They will understand the competitiveness of the learning landscape that has arisen within cultural organisations in London and be able to demonstrate how CPG can secure its place in the right forums to ensure the Garden's work and profile remains highly regarded.

5. Health and Safety, Fire and Security

Be responsible for ensuring that there is a departmental plan in place for health and safety. Undertake an annual review of all risk assessments and ensure that colleagues provide information to groups relevant to their needs in connection with onsite and off-site visits and activities.

Ensure that working practices of departmental staff and volunteers have due regard to their safety and security particularly in respect of lone working and working with children and vulnerable adults. Develop robust policies and procedures and ensure that these are properly communicated to meet legislative need and give confidence to staff and volunteers and service users.

Ensure that work practices promote and protect the Garden's resources in connection with fire safety and the security of buildings and equipment. Ensure that buildings are properly and fully secured when not in use.

Be an active member of the Fire, Health & Safety and Sustainability (FHSS) Committee. Helping to ensure that the Garden demonstrates best practise across all areas of H&S.

Person Specification:

Knowledge Skills and Experience	Essential/ Desirable
Confident, accomplished and experienced manager of staff teams	E
PGCE or suitable equivalent teaching qualification in a relevant subject area (e.g. botany, medicine, ecology, conservation, art history, ICT).	D
Experience of managing volunteers	E
Ability to be pro-active and to initiate projects and create and drive curriculum linked projects.	E

Ability to think strategically, write and present proposals and reports	E
Confident and well-developed interpersonal skills and an excellent team player	E
Excellent communication skills across a variety of audiences	E
Experience of working with teachers to implement the National Curriculum	E
Experience in developing website and digital learning projects	D
Experience of supporting the delivery of a Public Programme	E
Experience of managing learning programmes in a museum or similar institution	D
Experience of fundraising and the ability to pursue fundraising opportunities and follow reporting procedures	D
Experience of undertaking Risk Assessments	D

7. Competency Framework

We have a set of eight competencies that are common to all employees and within the framework each competency has four levels which relate to the level at which individual roles need to operate. The competency assessment for this role is set out below and more information will be provided to support this assessment.

	Competency	Descriptor	Level for this role
1	Leadership	Setting the pace and behaving with integrity	3
2	People Management	Making clear what you expect and what is to be achieved, enabling and supporting your staff to deliver	3
3	Analysis and use of Evidence	Collecting, analysing and using information and evidence, assessing risk and taking decisions	3
4	Communication	Communicating with colleagues, visitors and stakeholders	3
5	Collaborative Working	Working together with people within and outside of CPG to help us achieve our goals	3
6	Delivering Results	Organising and managing the work to deliver results	4

7	Using and Managing Resources	Using resources cost effectively	3
8	Know How	The knowledge, skills and expertise you need to do your job and help others to do theirs	3

8. Terms and Conditions

This is a fixed-term contract. The post holder will be required to work 35 hours a week, an average of five days per week, but the nature of the role means that flexibility over the days and hours worked is required to meet the needs of the business. There is a requirement to work some weekends and bank holidays as part of a Duty Management roster to cover public opening of the Garden.

The Garden operates a salary exchange pension scheme with Royal London. The equivalent contribution rates are 6% employer and 3% employee at the end of the probationary period.

33 days including statutory holidays (pro-rata)

9. Benefits of working at CPG

Staff receive a 20% discount in our on-site shop, and our catering partner currently offers a generous 50% discount on food and soft drinks. We offer in-role training, including on site talks and workshops as we want our staff to grow in their role as much as our Garden. We have a hybrid working policy with the expectation that staff will spend 60% of their time on-site including a Monday or Friday, this will be subject to on-site programming which may require additional on-site support. We are keen for you to show off the Garden to your family and we therefore give you free admission to the Garden for yourself and your immediate family. Free admission for you individually is also given (on production of the annual membership card that will be issued to you) to our partner gardens, Great Dixter, Borde Hill and Oxford Botanic Garden and the chargeable gardens run by the Royal Botanic Gardens Edinburgh. We hold a membership card for Historic Houses Association which can be used to visit properties open under their scheme.

10. Application Dates:

Closing Date: Midnight Sunday 14 September

Interview date: Tuesday 23 September

We are looking for someone to start as soon as possible, to make the most of the opportunity.

If you are unable to attend the proposed interview date, please include this information in the email accompanying your application.

Returning your application:

Please complete the job application form and equal opportunities form and email them to jobs@chelseaphysicgarden.co.uk