



HOUSE OF COMMONS

JOB DESCRIPTION



Supporting a thriving parliamentary democracy

Job title:	Education and Engagement Assistant
Campaign Type:	Concurrent
Pay band:	D1
Pay range:	£23,443 - £26,752 per annum (full time equivalent) <i>(Appointment will normally be made at the minimum of the pay range)</i>
Team:	Participation
Section:	Education and Engagement
Reports to:	Assistant Education Centre Manager
Number of posts:	Please see Application and selection process
Hours:	36 hours per week
Contract type/ duration:	Permanent/Full time/Term time only
Closing date:	27/10/2019 at 23:55

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK Parliaments. Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

Team information

The Participation Team aims to open up Parliament and give people a voice; and to shape Parliament in the interests of the public. The team supports the work of both the House of Commons and the House of Lords and we work across a range of public engagement activity including community engagement, education for young people, commercial and free tours of Parliament, retail services, digital engagement, public information and enquiry services.

Job introduction

The Education Centre Team currently delivers on-site learning for around 70,000 school aged visitors each year through its tour, workshop and special events programme; all utilizing the Education Centre.

Parliament's Education Centre is a cutting-edge, dynamic, and stimulating destination for young people and teachers; somewhere that creates a unique learning experience, distinct from the school classroom environment, which generates a sense of anticipation in groups entering the space and from which groups depart feeling inspired and excited about their Parliament.

The postholder's responsibility will be to deliver high quality and engaging tours of the Palace of Westminster across the formal learning age range for all UK schools, supporting subjects such as Citizenship, History and Government and Politics (or their equivalent).

The postholder will also support the operations of the Education Centre and the work of the Education and Engagement Service as a whole, including bookings and general administration.

Key stakeholder relationships

Education Centre Operations Manager
Assistant Education Centre Managers
Education and Engagement Officers
Other Education and Engagement Service colleagues
Visitor Services
Security personnel
Members of both Houses of Parliament.

Management responsibility

No.

Location

This post will be located on the Parliamentary Estate, Westminster, London.

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not eligible for vetting.

Please visit: <https://www.parliament.uk/documents/PSD-Security-Vetting-booklet.pdf> for further information.

Please note - the successful candidate will be required to undergo a Disclosure Barring Service (DBS) check, prior to starting the role.

Hours

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

The net working hours will be 36hrs per week and the set working days will be Monday - Friday. This excludes any breaks (further details can be found in the Staff Handbook). Exact times of attendance each day will be agreed with line management. The House of Commons reserves the right to change the start and finish times.

Net conditioned full-time working hours for staff of the House are usually 36 per week, excluding meal breaks. This determines the basis on which we will calculate any pro rata entitlements (e.g. annual leave).

For further information:

Candidates should refer to the House of Commons careers website <https://www.parliament.uk/about/working/jobs/> or contact recruitment@parliament.uk or 020 7219 6011.

Application and selection process

We will conduct a sift based on the criteria set out in the skills and experience section and successful candidates will be invited to attend an Assessment Day on 25th February 2019.

Please be aware that, if you are successful at the assessment stage, we will contact you within six months if a suitable vacancy arises within the Education Centre Team. Please be aware that although we anticipate being able to offer a role to successful candidates within six months, there is no guarantee you will receive an offer if successful.

Key responsibilities

- To warmly welcome visiting school groups to Parliament, this includes briefing groups on arrival, informing them of important security and health and safety information
- To deliver tours of the Palace of Westminster to groups of young people aged 5-18 and their accompanying adults
- To facilitate short introductions to the 15 minute 'Story of Parliament' film in the Education Centre which introduces school visitors to the Palace of Westminster, Parliament and democracy
- To work alongside security and other staff to agreed procedures for efficient access and visitor flow, visitors comfort and safety and security of the building
- To provide operational support to the smooth running of the Education Centre; including occasionally covering the reception desk, answering telephone enquiries, allowing access to Members and staff of both Houses, set up/pack down of learning spaces and the development and maintenance of accompanying resources
- To provide administrative support to the Education and Engagement Service including telephone and email enquiries, confirming bookings for visits, dispatching publications and communication and recording of accurate visitor figures
- To support development of education visit programmes and accompanying materials as required
- To carry out other duties commensurate with the above to support the work of all teams within Participation as and when required

The successful applicants will be given training and support designed to enable them to achieve proficiency in the direct delivery aspects of this role within a month of their appointment.

All members of the team are expected to act as proactive ambassadors for the Education and Engagement Service inside and outside Parliament, and to increase awareness and understanding of our work.

Qualifications:

N/A.

<p style="text-align: center;">SKILLS AND EXPERIENCE</p> <p>Please provide evidence of how you meet criteria 1,2,3 and 4 in your supporting statement, as this will be used to take your application to the next stage of the recruitment process.</p>	SUPPORTING STATEMENT	TEST / EXERCISE	INTERVIEW
<p>CRITERIA 1 Excellent communication skills with the ability to speak clearly and impartially</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>CRITERIA 2 Recent experience of delivering face-to-face educational content to an audience</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>CRITERIA 3 Proven ability to work inclusively and flexibly within a team to deliver high quality services and products</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>CRITERIA 4 Experience of delivering excellent customer service in a pressurised visitor/customer environment</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>CRITERIA 5 The ability to work under pressure and prioritise tasks</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>CRITERIA 6 An understanding of why school visits to Parliament are important</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>