

Candidate Pack
Casual Learning Assistant
Zero Hours Agreement



Introduction

The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the 18th and 19th centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world. So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897 and opened to the public in June 1900. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. The museum is internationally famous for its collection of French eighteenth-century art, Arms and Armour and for its Old Master paintings.

The museum is managed by the Director Dr Xavier Bray, who reports to a board of Trustees appointed by the Prime Minister, and is financed by a combination of grant-in-aid from central government and self-generated income.

We aim to engage with and diversify our audience and attract over 500,000 visitors a year to the museum.



Our priorities

Since 1900 the Wallace Collection has upheld the principle of access for all. In our 125th year as a national museum, the next phase of our development must be driven by excellence in research and display, financial and environmental sustainability, and ensuring that we continue to inspire and engage visitors in an ever-changing world.

Over the next three years, we will deliver a series of ambitious aims that enable us to:

- Maintain, research and preserve the collection
- Broaden and deepen visitor engagement
- Develop ambitious exhibitions
- Build a strong financial foundation
- Implement a transformative Masterplan



Learning and Participation at the Wallace Collection

The Learning and Participation department enables people of all ages to connect with the collection and develop a greater understanding and enjoyment of art. Through a range of opportunities that combine discussion, observation and creative activities, our digital and in-person learning programmes aim to inspire primary and secondary students and teachers, children and their families, adults and young people, and our diverse communities.

The Department also delivers accessible events for children and adults with special educational needs and disabilities (SEND), and for D/deaf and visually-impaired people. Our extensive outreach programmes connect with SEND schools across the capital, and with older people who are living with dementia or who are at risk of social isolation. Our online resources and films support self-directed learning in the classroom and at home.



Role summary

The **Casual Learning Assistant's** role is to support the delivery of creative learning programmes for adults, families and communities. This includes assisting with the preparation and delivery of programme activities digitally, onsite and through outreach. The role is primarily focussed on hosting, administration and event logistics. The role will be based at the Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN, and with regular offsite working within London Zones 1-6 and remote working.

This role reports to the Adult Learning and Content Producer.



Role description

General

- Support the overall delivery of the Collection's programme for adults, families and communities through undertaking administration, preparation of resources, materials and spaces, and assisting in the delivery of learning events.
- Regularly host online Zoom sessions, which involves providing a confident and friendly welcome, managing live broadcasts throughout, introducing the speaker/educator, managing the Q&A/Chat and providing basic technical support and troubleshooting.
- Supervise the delivery of public talks, workshops and tours for adults, families, older adults living with dementia, adults who are D/deaf, and adults who are blind or partially sighted, assisting participants and educators throughout the event.
- Support educators on outreach sessions delivered in care homes, memory cafés and day centres across London (travel costs reimbursed)
- Support educators in preparing and setting up rooms and materials, and outreach packs; help with the post-event tidy and restocking of the Learning Studio.
- Ensure proactive compliance with the Collection's Safeguarding and H&S policies.
- Undertake other duties as reasonably directed by the Collection; be flexible with availability outside normal working hours when required.

Person specification

Essential

- Demonstrate an interest in culture and heritage, and in working in the cultural learning sector with a range of museum audiences, including adults, families, young people and adults with additional needs.
- Experience of working in a people-focussed role, whether paid or voluntary.
- Demonstrate an ability to work without direct supervision and complete tasks to time.
- Good interpersonal skills with the ability to communicate clearly and confidently with a range of people with different needs and abilities.
- Good organisational and time management skills to complete work tasks effectively.
- Good IT skills and knowledge packages including Word, Excel, Outlook and Zoom.



Pay, benefits and working hours

The post is offered on a zero hours contract at a rate of £16.04 per hour.

In addition, the position includes the provision of the equivalent of 5.6 weeks' paid holiday during each holiday year (including all bank holiday entitlements), calculated on a pro rata basis depending on the numbers of hours actually worked. Employees are also offered the following benefits:

- **NEST Pension Scheme**
- **Eye Tests**
- **Occupational Health Service**
- **Annual Flu Jab**
- **Employee Assistance Programme**
Services available 24/7 and 365 days per year to all employees
Free therapy service of up to six sessions per issue, per year (each session lasts 45-50 minutes)
- **Access to Mental Health First Aiders**
- **Internal Training Opportunities**

How to apply

Please complete the Application Form, and the Equal Opportunities Monitoring Form, following the links provided on our website. Please note the equal opportunities form is used for monitoring purposes only and does not form part of the selection process. Both forms should be emailed to recruitment@wallacecollection.org by midnight **17/03/2026**. Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place week commencing, **23/03/2026**. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

Start date: As soon as possible

Appointment to the role is subject to a satisfactory Basic Disclosure check. The Wallace Collection is an equal opportunities employer and welcomes applications from all sections of the community.



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