

Ruddington Framework Knitters Museum Museum Administrator Role Description & Person Specification

Job title	Museum Administrator (part-time, 6 months contract)
Role	The Museum Administrator is a critical role to ensuring the successful function of the Museum's operations; you will be the first point of call for all Museum enquiries so excellent administrative and customer service skills are key.
Duties	<ul style="list-style-type: none"> ● Responsible for answering the telephone and ensuring that all enquiries by voicemail, email and social media are responded to. ● Ensuring any incoming post is distributed to the right person in a timely manner, which may involve scanning documents and emailing them. ● Coordinating group bookings alongside the Volunteer Coordinator. ● Informing the Treasurer of bookings that require an invoice and scanning in received invoices to send to the Treasurer. ● Fielding Chapel Hire requests. ● Maintaining a key register. ● Ordering stationery/ office supplies. ● Other duties needed to ensure the smooth running of the museum administration, for which training would be provided.
Key objectives	<ul style="list-style-type: none"> ● Ensuring excellent customer service is upheld by responding to enquiries in a positive and timely manner. ● Maintaining good communication with the wider team to help aid the smooth running of the museum. ● Ensuring that the museum's administrative procedures are followed.
Responsible for staff/ equipment	N/A
Reporting to	People and Culture Manager
Updated	June 2024

Do you have experience in office administration and customer service?
Are you friendly and confident in dealing with customers?

If so, we have a fantastic opportunity for you! Our part-time Museum Administrator role is a fantastic opportunity to use your office admin and customer service skills to support the running of our friendly, community-oriented, and highly regarded charity based in the centre of Ruddington village.

You will be able to demonstrate the following experience or skills:

- Great administrative skills, including organising, filing, and maintaining records.
- Strong IT skills: Email/Word/Zoom are essential, Office 365 or Google Suite is desirable.
- Good standard of written and spoken English, with a helpful telephone manner.

Person Specification

- Excellent communication skills with a friendly, positive approach.
- Confident and welcoming when dealing with museum visitors and enquiries.
- Well organised with good attention to detail.
- Supportive and helpful team member.

Terms of Appointment

- This post is initially for 6 months but may be extended subject to funding being secured.

Hours

- 10 Hours/Week (4 hours on Wednesdays 10:30-14:30, and three hours Thursdays, Fridays 11:00-14:00)

Salary

- £11.44/Hour

To apply

Please send enquiries and applications by email to: ian.rowson@fwk.org.uk including a CV and covering letter explaining why you feel you are suitable for the role.

The closing date for applications is 17:00 on the 2nd of August.

The Museum is committed to ensuring that no one is discriminated against through prejudice or exclusion due to characteristics protected under the Equality Act. We welcome applications from under-represented groups within our community for this position. The successful candidate will be appointed subject to satisfactory DBS check and references.