

Administrator

Job Description

This short term Administrator role is part of our project 'Strengthening Our Foundations; Building Our Future' which has been funded by the National Lottery Heritage Fund. This post will work for 15 hours, over 2 or 3 days per week for 19 weeks.

As an Administrator, you'll support the management of our volunteer team, and support our small staff team. This role involves responding to initial enquiries from potential volunteers, organising volunteer social events, maintaining volunteer records, and other administrative tasks to support our staff. The post holder must have good IT skills, have good organisational and communication skills and be friendly and approachable and respect the diversity of our volunteers.

Accountability

The Administrator is responsible to the Director

Job Purpose

To support the management of our volunteer team by responding to initial enquiries from potential volunteers, co-ordinate training for volunteers (training to be delivered by others), maintain volunteer records, organize volunteer social events and other administrative tasks. The post holder will also undertake administrative tasks for other staff members to free up some of their time to deliver a focused programme of sustainable volunteer development at Tiverton Museum.

Key Responsibilities

- To respond to initial enquiries from potential volunteers, providing excellent service and clear communication by phone, email and in person.
- Maintain accurate volunteer records, updating spreadsheets.
- Scheduling and coordinating volunteer training events (the training itself will be delivered by others).
- Undertake regular communication with the volunteers.
- Organise regular volunteer celebrations and social events
- Collect data required from the volunteer team to support the evaluation of the current project.
- Supporting general administrative tasks to maintain a well-organized and efficient office environment.

The post holder may be expected to undertake other duties that are commensurate with the, grade, range and nature of the post and level of responsibility.

Conditions of Service

Salary: £23,985 pro rata (£12.30 per hour, 15 hours per week for 19 weeks = £3,505.50).

Location: Based at Tiverton Museum of Mid Devon Life.

Hours of work: 15 hours per week, with flexible working to be mutually agreed (office open between Tuesdays and Fridays inclusive).

Contract: The contract is offered fixed term for 19 weeks.

Leave: 34 hours including statutory Bank Holidays. The museum is closed in the period between Christmas and New Year with extra days leave to accommodate this.

Notice period: This post is subject to a notice period of one calendar month.

Person Specification

	Essential	Desirable
Work Experience	Experience of working with range of people	To have experience of working with volunteers
		Previous experience in an administrative role
Knowledge/skills	Proficiency in Microsoft Office (Word, Excel, Outlook).	Knowledge of museums and heritage environments
	Approachable and able to promote organisational vision and values to a diverse range of people	
	Excellent organizational and time management skills, with the ability to prioritise workloads and work flexibly	
	Strong communication skills, including written and verbal communication.	
	Ability to work on own initiative and unsupervised, as well as good team working skills	
Other job related requirements	Comfortable talking to people and putting people at their ease	
	To work in a non-discriminatory way within an equal opportunities framework.	