



WESTON-SUPER-MARE TOWN COUNCIL

JOB DESCRIPTION

Job Title:
Learning & Heritage Administration Officer

Department:
Weston Museum

Grade:
JG4 (SCP 7 – 11)

Hours:
16 hours over 7 days (to include weekends as required)

Contract:
Part-time

DESIGNATION

Responsible to:
Weston Museum Services Manager

Other Relationships:
Working closely with our Learning Officer, Heritage and Community Officer along with volunteers

JOB PURPOSE

OVERVIEW

This administration role supports Weston Museum's formal/informal educational and community/heritage services. The post holder will coordinate all learning and heritage bookings from initial enquiry to successful completion, including payment, feedback and data recording.

You will develop and maintain working relationships with local schools, education providers, care homes and community groups to promote projects and the museum's learning, heritage and community offer.

MAIN DUTIES AND RESPONSIBILITIES

- To manage heritage and education enquires from; schools, adult education organisations, home educators, scouts/guides groups, community groups, care homes and other organisations interested in the museum's learning and heritage services
- Develop new and maintain current relationships with service users promoting the learning and heritage offer
- To work with other key members of staff to ensure any necessary resources are available prior to booking confirmation, and approved booking and financial procedures are followed
- To provide administration support and promote learning and heritage resources throughout the wider museum to include the Schools and Community Display Board and the Blue Board displays.
- To engage the community in line with the accessible for all ethos of the museum which will include working with mainstream and SEND focussed schools as well as home educators, community groups, and care homes
- To manage the administration of the museum's Handling & Reminiscence Box hire/loan service, working closely with volunteers to check, monitor and ready boxes for future hires/loans when they are returned
- To work in close liaison with Weston Town Council's Volunteer Supervisor to encourage volunteer engagement with learning and heritage projects/sessions this will also include helping to monitoring volunteer recruitment and retention and reporting any problems
- To support museum events as required by the Museum Services Manager
- Maintain and evaluate data sheets to provide information on; bookings/hires/loans, income against annual budgetary targets, booking trends due to internal/external influences
- To act as Fire Warden for evacuation purposes when required
- Comply with Weston Town Council's policies and procedures to include (but not limited to), Equal Opportunities, Equality and Diversity, Health & Safety, Safeguarding, GDPR, Volunteers
- Undergo such training as is identified by the Museum Services Manager or Senior Management Team
- Undertake any other duties as reasonably requested by the Museum Services Manager

PHYSICAL DEMANDS

Due to the nature of this role there will be elements of; display screen equipment usage, manual handling, sitting and/or standing for extended periods of time

WORKING CONDITIONS

This position requires the flexibility to work from a rota covering the museum's opening hours (Tue – Sat 10am – 4pm).

SELECTION CRITERIA/PERSON SPECIFICATION

The successful candidate will show;

- Excellent organisational skills
- A sound knowledge of Microsoft Office and a willingness to learn IT systems
- High levels of communication both written (to include email/electronic communication) and verbal
- The ability to work as part of a team
- Excellent customer service and the ability to promote services

EDUCATION, QUALIFICATION AND KNOWLEDGE

Essential

GCSE grade 4 (or equivalent) in English and Maths

Previous experience working in an administrative role

Desirable

Experience working with schools, educational organisations and/or community groups

Conditions to note

Candidates

When completing your application form please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the 7 values and behaviours.

1. Selflessness
2. Integrity
3. Objectivity
4. Accountability
5. Openness
6. Honesty
7. Leadership

Recruiting Managers

The following values and behaviours are essential criteria in each post and must be addressed directly by the candidates. The guidance notes on values and behaviours for managers give example questions to probe candidates in their interview and application stages of the recruitment process.

Values and Behaviours

Weston Town Council has identified 7 key behaviours and values (as above) that should be demonstrated by all Council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate 2 additional leadership behaviours.

Equal Opportunities

Weston-super-Mare Town Council is an Equal Opportunities employer and has an Equal Opportunities Policy with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.