

Office Manager

Role Description

Reports to: Museum Director

Salary: **£23,000 - £26,000** per annum + workplace pension

Terms: Option for full-time hours (9.00 am to 5.00 pm) or part-time (9.00 am to 4.00 pm), 5 days per week. Some weekend work required. 28 days annual leave per annum (pro rata if part time) including Bank Holidays and Christmas Eve.

Role purpose

- To deliver a consistently high standard of customer service to all visitors, customers, staff and volunteers via phone, letter, email and in person.
- To handle all administrative tasks as required to support the Museum Director and the Senior Management team.
- To provide administration support for the management of staff and volunteers, including advertising, recruitment, selection, training & development and communication.
- To create and update management information to support the museum's operations, across areas including Finance, HR, Health & Safety, museum assets.

Key responsibilities & tasks

Customer Service

1. To handle all visitor and customer queries online, by phone and in person presenting a professional image of the museum and directing enquiries to relevant departments as required.
2. To provide an effective service and record of signing in and signing out (staff, volunteers and visitors).
3. To support the Duty Manager role with the opening and closing routine, when required.

Administration Support

4. To provide general administration including creating/improving documents, spreadsheets and presentations; placing orders for stationery, consumables and other goods and services; meeting and greeting external stakeholders; photocopying and printing.
5. To ensure the coordination of museum events, and diary for meetings.

6. To maintain filing systems (electronic and hard copy) ensuring that relevant protocols are complied with and ensuring ease of access for all users.
7. To count the weekly takings and other ticketing data (takings, income, gift aid) and report to the Museum Director and Finance Officer on a weekly basis.
8. To collate all invoices for approval by Director and send on for processing by Finance Department.
9. To manage a contacts database in line with Data Protection regulations.
10. To support compliance with Data Protection, Health & Safety, and other legislation across the organisation.

HR management support

11. To provide administration support for the volunteering programme including volunteer advertising, recruitment, selection, training & development and communication.
12. To maintain annual leave records including requests for annual leave and sickness absence records
13. To check staff timesheets and payroll records in preparation for monthly payment.
14. To prompt/highlight training/certification when due which is required to meet the standards imposed by Legislation, Approved Codes of Practice, or H.S.E. guidance.

Management Information

15. To manage supplier contracts and renew contracts when required (gas, electricity, telephone, broadband, franking machine, printer, security & fire alarms, water cooler, card machines, tickets rolls, etc.)
16. To maintain a calendar of warranties and other time expiry contracts and certificates, to prompt all legislative required assessments, so these are conducted and reviewed by relevant managers.
17. To carry out any other occasional tasks that may be reasonably required by the Director

Essential Skills & Qualities

- Good numeracy and literacy – English/Maths to GCSE or equivalent
- Proven office management, administrative, or assistant experience
- Knowledge of office management responsibilities, systems, and procedures
- Excellent time management skills and ability to multitask and prioritise work
- Able to work under pressure and meet deadlines
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organisational and planning skills
- Proficient in Microsoft Office, Word, Excel, Teams etc. with computer skills and knowledge of office software packages

Desirable Skills & Qualities

- Recognised qualification in Business Administration
- Experience of working in a museum office environment, or similar

- Ability to process and monitor financial information.
- Ability to set up filing systems and to store, retrieve and archive information.
- Ability to converse and read in French