

Business Support Officer – Temporary, 3 months



Job Description and Person Specification

Location:	Based in the Workhouse Museum in Ripon, with hybrid working supported.
Salary Band:	£22,222 FTE salary
Hours of work:	Variety of working patterns considered between 37 hours and 22.5 hours a week.
Post length:	3 months
Responsible to:	Director
Responsible for:	No direct reports

Background

This post is urgently required for an immediate start.

Here at Ripon Museum Trust we're passionate about delivering our Vision to 'use our heritage assets to inspire people to seek a fairer society'.

Our Mission is:

- To use **the unique trio of the Workhouse, Prison & Police and Courthouse Museums**, our collections and the stories they tell to **help people explore big issues** such as **fairness, equality, justice and welfare**.
- Through excellent engagement, programming and outreach together we will **inspire people to become compassionate and active citizens**, shaping society for the better.
- To work for greater participation in our heritage which will **enrich lives and improve wellbeing**.
- To **work as one team**, with **volunteering** integral to our organisation.
- To **make a positive impact on the cultural and economic capital** of Ripon and its region

Due to staff vacancies, we urgently require short term administrative support. There may be permanent opportunities once this temporary contract has ended.

We have exciting times ahead, with significant funding from two national funders. Ripon Museum Trust is an Arts Council England (ACE) National Portfolio Organisation, and we're excited to play our part in delivering their 'Let's Create' Vision and Strategy 2020-2030. Annual funding from ACE enables us to create high quality cultural programming for harder to reach audiences and develop our organisation to be more dynamic and sustainable in the long term. We're also developing a transformational project, funded by The National Lottery Heritage Fund that promises to reinvigorate our visitor experience and the impact we can make to our communities, should our Stage 2 bid be successful.

This role provides wide ranging business support across the museums.

Job Description – Purpose/scope, duties and responsibilities

Purpose/scope

The Business Support Officer will be responsible for a wide range of business and administrative activities such as arranging private hire bookings, supporting with learning administration, ordering stationery supplies and other ad-hoc administrative duties. You may also support the general operations which may include some shifts as Duty Officer front of house and volunteering.

You will have responsibility for:

Administration

- Private hire – rooms and paranormal group bookings
- Learning administration
- Organisation and filing of H&S documentation
- Organisation and filing of fire safety documentation
- Managing the register of key holders
- Arranging rooms for groups

Front of House

- May be asked to perform front of house duties as a Duty Officer including:
- Unlocking and locking Workhouse Museum
- Checking-in on volunteers at all three sites
- Operating the front desk till
- Welcoming visitors

Note: Notwithstanding the Job Purpose and Duties & Responsibilities included in this job description, the postholder must be prepared to undertake additional tasks, duties and responsibilities at the discretion of the post's line manager. Some weekend work will be required, particularly at busy periods.

Person specification

Essential

- Adaptability and flexibility.
- Strong organisational and administration skills
- Strong written communication
- Excellent customer service.
- Attention to detail.
- Experience of Office 365 packages.

Desirable

- Previous experience with Health & Safety and Fire Safety documentation.
- Front of house experience
- Interested in the work of Ripon Museum Trust.

This role is based in the museum with some working from home and hybrid working supported. We are open to considering a variety of options, including hours of work, work patterns, secondments and job share for the right individual.

Ripon Museum Trust is an equal opportunity employer. We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, age or gender identification.

Method of Application:

Please send your CV to alexa.vernon@riponmuseums.co.uk. Deadline for applications is Friday 19 April at midnight. Please state how many hours a week you would like to work in the covering letter. If you would like to discuss the job requirements please contact Alexa Vernon, Director of Museums on the email address above (Monday-Thursday).