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Business Support Co-ordinator

**Job Description and Person Specification**

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| Location: | Based in the Workhouse Museum in Ripon, with hybrid working supported. |
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| Salary Band: | £25,000 |
| Hours of work: | 24-30 hours per week (we can be flexible for the right candidate!) |
| Post length: | Permanent |
| Responsible to:  Responsible for: | Director  Technical Officer  Some evening and weekend work will be required |

**Background**

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** ofRipon and its region

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 delivering 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.

**Job Description – Purpose/scope, duties and responsibilities**

**Purpose/scope**

The Business Support Coordinator is crucial to the resilience and sustainability of the charity as we move onto the next phase of our organisational development. This post is all about ensuring that we are as resilient and sustainable as possible, through a process driven approach, while also being innovative and creative to maximise business development opportunities.

You will ensure that the organisation has the systems, processes, and policies in place to ensure we are compliant and are able to meet our wider business objectives. You’ll develop key areas of our work that will be able to make a real difference to us such as our membership scheme and fundraising efforts. You will assist the Director in the identification and stewardship of key relationships including stakeholders, donors and funders.

You’ll lead on our ambition to be more environmentally responsible and will assist with reporting to our key funders about the impact that we’re having. In charge of the office, you’ll make sure we have the resources we require to deliver our work and create a team of volunteers to deliver core administrative tasks. You’ll work closely with the Director to provide high level administrative support and ensure that key reporting requirements and milestones are met for our Arts Council England National Portfolio programme and our ‘Fairer Futures’ project.

It’s a fantastic time to join our kind, inclusive, creative and collaborative team. We support flexible working, wellbeing and personal and professional development and we have a lot of fun too!

**Compliance & Business Support**

* Ensure that all work and activities are undertaken in compliance with applicable statutes, regulations and directives regarding Health & Safety, Fire and Security, together with the internal policies and procedures of RMT.
* Organise the rolling programme of compliance training for staff and volunteers and maintain training records.
* Manage HR processes including recruitment & induction.
* Create and maintain an organisational calendar that includes key dates such as Arts Council reporting deadlines, NLHF deadlines, Board meetings and other key meetings such as the AGM.
* Manage the relevant contracts and servicing of the systems within the office including telephone, IT, printing and photocopying, and utilities ensuring good procurement.
* Liaise with the maintenance team to ensure that all areas of the Workhouse Museum and site, and the Prison and Police Museum, and Courthouse are operational, compliant and maintained appropriately.
* Maintain appropriate and up to date electronic and paper filing and archiving systems across all areas of responsibility, in line with GDPR regulations.
* Ensure that all buildings, compliance and risk records are up to date and maintained.
* Establish a Health & Safety Committee to monitor the delivery of our health and safety policy.
* Manage expenditure budgets that relate to office management.
* Manage the cleaner, ensuring that the museums are clean and presentable for all our people and visitors.
* Create and manage a team of administration volunteers, to deliver core tasks and create capacity.
* Assist the Finance Manager in making payments to suppliers and raising invoices.

**Development & projects**

* Develop our membership offer to be more appealing to generate income and advocacy for the organisation.
* Assist the Director in identifying and cultivating relationships with potential donors, trusts and foundations and write grant applications. Help to create stewardship plans that foster mutual trust and ongoing support.
* As a key member of the team, provide input into the annual business and project planning cycle.
* Assist the Director in collating the reporting requirements for the Arts Council England National Portfolio (NPO) programme ensuring deadlines are met, including the ‘Illuminate’ platform and the annual survey for staff and volunteers.
* Take overall responsibility for the ‘Environmental responsibility’ aspects of our NPO programme including creation and delivery of our Environmental Policy & Action Plan.

**Executive assistance**

* Generate correspondence, briefing packs, reports and other written material for the Director and assist with Board meetings and away days where necessary.
* Deal with confidential and sensitive matters, discretely and appropriately.

**Operational management**

* Play your part in the duty management of the site ensuring the highest standards of presentation and customer care.

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**

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| **Person Specification:** | **Essential** | **Desirable** |
| **Knowledge and Experience** |  |  |
| Previous experience in a similar business support role in any sector | / |  |
| Literate and numerate with basic financial skills | / |  |
| Good written and verbal communication skills | / |  |
| Flexible-customer focused approach, able to multi-task, prioritise own workload and maintain confidentiality. | **/** |  |
| Knowledge of Health & safety procedures and policy development | **/** |  |
| Experience of records management and information systems. Well organised with good attention to detail. | **/** |  |
| Ability to be a team player | **/** |  |
| PC literate using MS software and other packages to intermediate level. | **/** |  |
| Experience of fundraising, grant applications and donor management |  | **/** |

This role is based in the museum with some working from home and hybrid working supported. We understand how important work/life balance is for wellbeing and are open to considering a variety of options, including hours of work, work patterns, secondments and job shares.

Ripon Museum Trust is an equal opportunity employer. We positively encourage applications from all areas of the community regardless of race, sex, disability, religion/belief, sexual orientation, age or gender identification. This is part of our commitment to equality and reflects the diversity of our population.

**Method of Application**

If you are interested in this position, please complete the application form on our website [www.riponmuseums.co.uk](http://www.riponmuseums.co.uk) showing how you meet the criteria for the position. Please send the completed application form to our Director Alexa Vernon at [alexa.vernon@riponmuseums.co.uk](mailto:alexa.vernon@riponmuseums.co.uk) or alternatively post to The Workhouse Museum, Allhallowgate, Ripon, HG4 1LE by Sunday 13th April 2025. If you would like to find out more about the position, please email Alexa. ***Please do not send a CV – it will not be used for shortlisting***.