

Job Description, E. A. to Directors

Gilbert White & The Oates Collections

High Street, Selborne, Alton, Hampshire GU34 3JH

www.gilbertwhiteshouse.org.uk

Registered Charity Number 1159058



Job Title: Executive Administrator to Directors, Full Time

Reporting to: Directors

Salary: **£20,000 per annum**

Responsible to: **Directors**

1. Job Role

You will take a lead role in supporting the Directors by: preparing papers and taking minutes for board meetings and committee meetings; preparing compliance documentation; managing up to 6 donor/supporter events per year; 2–3 days duty management of the museum, and general administrative support on behalf of the Directors.

Your focus will be on performance standards and ensuring that agreed targets are continually met and maintained. You will lead Team Members (staff and volunteers) by example, to maintain and build upon our reputation.

You will relish the challenge of this key role and be keen to work towards solutions. With a flexible and positive approach to work, you will have the ability to work as part of a team and on your own initiative.

The post holder will also provide regular operational duty management cover for the day-to-day management of the Museum.

The postholder will typically work 5 days a week, usually, Monday to Friday with occasional weekend or evening work.

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2. Key Tasks (Personal Assistant)

- ➔ Assist the Directors in ensuring our ongoing compliance with legislative requirements relating to health and safety, risk assessments, food hygiene and licensing requirements.
- ➔ Finish and distribute papers, prepared by the Directors, other staff and trustees for board meetings and committee meetings (Executive & Finance, Fundraising and Acquisitions & Disposals Committees).
- ➔ Take minutes of board meetings, board committee meetings and management team meetings, distribute draft and final versions
- ➔ Maintain up-to-date files of meetings
- ➔ Organise, plan and deliver up to six donor/supporter events per year, working with the Directors and task groups of trustees and volunteers
- ➔ Managing administration volunteers
- ➔ Working with the Directors to manage volunteers, staff and trustees planning and delivering a programme of events and activities to celebrate the tercentenary of Gilbert White's birth in 2020
- ➔ Be willing to provide holiday / sickness cover for other members of the Management Team from time to time as required.
- ➔ Provide admin support for Wedding & Special Events Manager.
- ➔ Be willing to undertake other tasks commensurate with the post.

3. Key Tasks (Museum Duty Manager)

- ➔ Act as Duty Manager as required (see specific Museum Duty Management tasks identified below).
- ➔ Take full responsibility for the safety and security of the grounds, premises and contents – including locking and unlocking procedures – and the wellbeing of all visitors, staff and volunteers.
- ➔ Take a proactive approach to managing standards and presentation of the site.
- ➔ Deal with any emergency, e.g. fire, accident or incident (full training given).
- ➔ Supervise and support Reception / Shop / Catering staff as and when necessary, including providing break-time cover for the Receptionist.
- ➔ Arrange last-minute staff cover when necessary.
- ➔ Greet visitors, give short introductory talks to pre-booked groups and answer questions.
- ➔ Cash up, or supervise cashing up, at the end of the day.
- ➔ Respond to telephone and email enquiries.
- ➔ Deal with routine administrative duties as required.
- ➔ Join other members of the staff team supporting our major events (weekends)

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Knowledge, Skills, Attributes and Experience Required

Knowledge

- ➔ Principles and commitment to the importance of excellent customer service. (E)
- ➔ Good IT skills, able to use Microsoft Office software (Word, Excel, Publisher and Outlook) with confidence and accuracy. (E)
- ➔ Commercial awareness, able to support profit driven activity. (E)
- ➔ Knowledge of the importance of Health, Safety and Security, Equal Opportunities and DDA, and the Protection of Children and Vulnerable Persons as it affects a public building. (E)
- ➔ Awareness of DDA and Equal Opportunities legislation as it affects a public building. (E)
- ➔ Knowledge of Events Management principles. (E)
- ➔ Knowledge of compliance in relation to buildings open to the public (D)
- ➔ Knowledge of charity compliance (D)

Skills / Attributes

- ➔ A team player, able to work flexibly and positively with others. (E)
- ➔ Commitment to achieving standards of excellence. (E)
- ➔ Able to deal in a confidential manner with sensitive information (E)
- ➔ Able to work well under pressure maintaining a calm, efficient and professional demeanour. (E)
- ➔ Self motivated, energetic with strength of personality. (E)
- ➔ Proven organisational / project management skills. (E)
- ➔ A positive approach to problem-solving. (E)
- ➔ Able to work independently and reliably with minimal supervision. (E)
- ➔ Highly diplomatic, able to handle trustees, donors, external partners and customers in a calm, courteous and confident manner. (E)
- ➔ Well developed written and verbal communication skills, including telephone manner. (E)
- ➔ A confident communicator able to address varied audiences including visitors of all ages, groups and fellow team members including staff, volunteers and trustees. (E)
- ➔ Good numeracy and literacy skills. (E)
- ➔ A good eye for detail and excellent presentation skills. (E)
- ➔ Motivational skills, able to lead by example and interpret and communicate operational activity to a broad team. (E)

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Experience

- ➔ Experience of working in a busy, customer focused operation. (E)
- ➔ Experience of a multi-skilled post. (E)
- ➔ Experience of events planning, developing and management. (E)
- ➔ Experience of managing / supervising staff and volunteers. (E)
- ➔ HR experience (D)
- ➔ Administrative and office experience. (E)
- ➔ Experience of handling financial transactions including cash and electronic payments. (E)
- ➔ Experience of working for not-for-profit organisations including with trustees (D)