Job Description: Administrator, Fulham Palace Trust

Responsible to: General Manager (GM), Fulham Palace

Employees directly supervised: volunteers

Salary: £22,000 pa

Job Summary

This full-time post is a key role at Fulham Palace. The post-holder will be required to develop and maintain effective administrative procedures to ensure the smooth running of the site; assist with the administration of schools, events and group bookings; volunteer administration, and to deal with public enquiries and routine correspondence.

The post-holder will be required to work regular weekends and some evenings as the public and events programme dictates, and to act as a keyholder for the security system.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.

Key result areas

General admin

- Develop and maintain filing systems; databases; mailing lists and general office systems.
- Assist the GM to manage all IT and telecommunications equipment in the Palace ensuring that the systems are working correctly and arrange for remedial works and system improvements where required including IT.
- Collect and collate all information relating to the Palace’s key performance indicators, e.g. visitor numbers and visitor satisfaction.
- Provide ad hoc administrative support to the Chief Executive and all Heads of Department as required.
- Deal with general enquiries and routine correspondence, passing enquiries on to the relevant member of staff where necessary.

Schools and group bookings administration

- Manage all school bookings including taking enquiries and confirming bookings from schools, booking of teachers and volunteers
- Assisting the Learning Officer in meeting and greeting school groups and setting up rooms as required.
Manage the booking system for adult learning workshops and other group bookings at Fulham Palace, booking volunteers or staff in to deliver the tours or workshops, and meeting and greeting the tour groups as required.

Volunteer administration

- Manage the volunteer recruitment and induction process, including advertising for roles, sending out recruitment packs, arranging interviews, booking inductions, organising relevant training, and taking references.
- Maintaining records of volunteers including volunteer hours, keeping the volunteer database up to date, and processing volunteer expenses claims.
- Ensure regular communication with volunteers through production of a quarterly volunteer newsletter, e-mail updates and use of other communication channels as necessary.
- Organise summer and winter social events for volunteers, start of/end of season meetings and bi-annual volunteer forums with input from Heads of Departments.

Internal Communications

- Ensure that telephone and personal enquiries are dealt with in an efficient and friendly manner and ensure that information on the answer machines is kept up to date.
- Take minutes of meetings when requested and type them into document format.
- Keep the site diary up to date and pass on relevant information to other staff members.
- Act as a main point of communication at the site to ensure that information is disseminated.

HR administration

- Undertake staff administration, including record keeping; drafting contracts; taking up references; and dealing with enquiries.
- Assist the HoDs and CEO with the recruitment of staff as necessary.

Finance admin

- Budget for and control the purchase of all office consumables and office equipment, using the purchase order system.
- Invoice schools and group bookings in consultation with the Finance Officer and relevant staff.
- Bank income (cheques and cash).
- Control of petty cash.
- Assist the Finance Officer with filing and finance administration including income checking and analysis.

Volunteer management

- Recruit, manage and develop a team of administration volunteers to support the work of the Administrator and other staff.
- Act as Museum Duty Manager on a rota basis, supervising and supporting the team of volunteer stewards.
- Provide relevant training, support and development for volunteers.

Events, marketing and PR

- To assist with the preparation for, supervision of and cleaning up after events at the Palace (includes lifting, carrying and requires a good level of mobility).
- Provide PR and marketing support and updating the Palace website as necessary.
Property Management

- Assist the GM and Chief Executive as an on-site contact in terms of routine maintenance, cleaning and repair work to buildings and equipment as necessary, with reference to Palace annual maintenance programme.
- Support the GM in maintaining relevant manuals, Palace Handbook, and building maintenance schedules.
- Administrative support to the GM in terms of tenant relationships.

Personal development

- The post holder must also be accountable for their own development through the appraisal process seeking out opportunities to learn new skills.

Health and safety

- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- Undertake office workplace assessments and complete relevant risk assessments.

Equal opportunities

- The post holder will actively follow FPT’s policies including Equal Opportunities.

I agree to the above job description

Post Holder………………………………………………………………… Date…………………

CEO ………………………………………………………………………… Date…………………
PERSON SPECIFICATION

POST: Administrator, Fulham Palace

KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge:
Essential
• Excellent IT skills including a good working knowledge of MS Office packages.
• Good written, verbal and numerical skills.
Desirable
• Some local knowledge.
• Database management.

Skills:
Essential
• Friendly and pleasant.
• An effective team worker.
• Organised, able to manage his/her own workload.
• Able to work in a busy office environment.
• Motivated.
• Reliable and responsible.
• Excellent interpersonal, verbal and written communication skills.
• Able to see projects through.
• Excellent customer service skills (both internal and external customers).
• Commitment to FPT’s policy of equal opportunities and the ability to work harmoniously with colleagues, suppliers and customers of all cultures and backgrounds.

Desirable
• Interest in arts or heritage.

Experience:
Essential
• Experience in an administrative role.
• Experience of dealing with customers over the telephone/by e-mail and in person.

Desirable
• Some experience of banking or financial administration.
• Some experience of working as a volunteer, or working with volunteers.