

Job description: Administrative assistant (part-time, 22.5 hours per week)

Responsible to: Business support manager (BSM), Fulham Palace

Employees directly supervised: None

Salary: Starting at £16,800 pa (0.6 FTE of £28,000)

Job summary

This post is an important role at Fulham Palace, maintaining office systems and providing administrative support to the staff team and trustees. Fulham Palace is a historic house and garden open to the public, with significant commercial income targets. The role will support the running of the site including managing tour and school bookings.

Key result areas

Office administration

- Support the BSM with filing and the maintenance of office systems.
- Support the BSM with the correct storage of data and electronic files and ensure there is robust version control.
- Ensure that telephone and personal enquiries are dealt with in an efficient and friendly manner.
- Provide technical support as regards the telephone answer machine system and recording of out of office and visitor information messages.
- Assist the front of house team with the distribution of mail and parcel deliveries and handle outgoing mail.
- Undertake regular checks of first aid boxes and order new supplies as needed.
- Support the BSM with the purchase of all office consumables, postage and office equipment, using the purchase order system.

Internal communications

- Support the BSM with staff communications including the bi-monthly newsletter and

dissemination of information amongst staff, volunteers, line managers and trustees.

- Take minutes of staff meetings when requested and type them into document format.
- Support the BSM to keep the site rotas, Google Calendar and diary up to date and pass on relevant information to other staff members.

Tour group, schools and event bookings administration

- Manage the tour group booking process, including liaison with tour groups (including taking enquiries and confirming bookings), booking tour guides and volunteers for private and public tours.
- Support the learning and engagement manager (LEM) who is line manager for tour guides with volunteer queries and attend and take minutes of quarterly guides meetings.
- Manage the schools booking process, including taking enquiries and confirming bookings from schools, and the booking of teachers and volunteers.
- Invoice schools and private tour groups in consultation with the finance team and relevant staff. Process invoices from freelance teachers.
- Support the marketing and communications manager (MCM) with the events ticketing process, including checking entries before go-live.

HR administration

- Support the BSM with staff recruitment including arranging interviews and following up references.
- Support the BSM with organising staff training, staff recognition and events.

Executive support

- Support the BSM with arranging meetings for the chief executive and trustees and management of chief executive correspondence including e-mails, letters and telephone calls.
- Administrative support for heads of department as needed, including photocopying, minute taking etc.

Fundraising admin

- Respond to enquiries in the friends@ email inbox.
- Process new Friends memberships and renewals.
- Maintain and update accurate data on the CRM database ThankQ.
- Send membership-related administration emails e.g. thank you emails or reminders for upcoming renewals.

Facilities management support

- Support the BSM and the estates and facilities manager (EFM) to manage all IT and telecommunications equipment in the Palace.
- Assist the BSM and the EFM with research as needed when reviews of IT/telephone/photocopier contracts are due.

- Update the office and IT/telephone asset registers on a regular basis.

Volunteers

- Day to day supervision of BSM's administration volunteers.

Other

- The post holder must take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- The post holder will actively follow FPT's policies including Equality and Diversity and Safeguarding.
- The post holder must also be accountable for their own development through the appraisal process seeking out opportunities to learn new skills.
- The postholder will work occasional weekends and evenings for events, and in order to cover duty management on a rota basis.
- Occasionally situations may arise that require the post-holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.

Person specification: knowledge, skills and experience

Knowledge:

Essential

- Up to date knowledge of business administration systems and processes.
- Excellent IT skills including a good working knowledge of MS Office packages and databases/CRM systems.

Desirable

- Knowledge or interest in arts or heritage.
- Knowledge of HR systems and procedures.

Skills:

Essential

- Strong team working and collaborative skills, able to build relationships and be proactive in sharing knowledge.
- Excellent interpersonal, verbal and written communication skills.
- Organised, able to manage his/her own workload.
- Confident in handling diaries and correspondence for senior staff.
- Motivated and proactive, able to work at pace.
- Support focused with excellent customer service skills (both internal and external customers).
- Acts in a sensitive and confidential manner.
- Commitment to FPT's policy of equal opportunities and the ability to work harmoniously with colleagues, suppliers and customers of all cultures and backgrounds.

- Commitment to FPT's safeguarding policy.

Experience:

Essential

- Experience in an administrative role.
-