

# Job Description



Job title:	Office Assistant
Grade/salary band:	Band 7 (£16,000 – £22,000)
Hours:	35 hours per week (required to work occasional evenings, weekends and bank holidays in order to meet the needs of the business)
Location:	London
Accountable to:	Curator
Responsible for:	N/A

## Job summary

The Museum Office Assistant organises and maintains efficient administrative systems, to ensure the smooth running of the Museum. This includes basic financial transactions, office facilities, guided tours and dealing with queries from the public.

## Main duties and responsibilities

1. Provide administrative support including handling basic financial transactions (eg. processing invoices and expenses, banking of Museum income including shop sales, processing of commercial income and charitable donations).
2. Ensure the Reception desk is appropriately staffed throughout the Museum's opening times, supervise the administrative work of Reception staff and order stock for the shop as required.
3. Assistance with preparation of budgets to support relevant colleagues.
4. Administration of stationery, post, couriers, diary maintenance, organisation of meetings etc and arranging of refreshments as required.
5. Coordination of guided tours, ensuring appropriate consultation with relevant colleagues and departments in order to avoid scheduling clashes.
6. Answering general and non-specialist written, email and telephone enquiries in a professional, courteous and timely manner.
7. To be a flexible member of the Museum team and proactively offer support where needed and requested by the Curator or Museum Co-ordinator. This will include reception duty, assisting with and stewarding at events, movement of collections etc.
8. To promote greater access to the Museum to Visitors from all backgrounds, and to work flexibly (with some out of hours working) to facilitate specific events to attract new categories of Visitor.



9. To perform any other duties commensurate with these responsibilities, the grade of the post and skill and qualifications of the post-holder.

### **Review of this description**

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. This job description is to be reviewed in conjunction with the post holder on an annual basis as part of the appraisal process. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials and date of preparation:

**GM Oct 2012**

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## PERSON SPECIFICATION

Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
<b>Education/qualifications</b>			
Educated to GCSE level or equivalent (Grade C)	√		Application Form
<b>Experience</b>			
Experience of a range of general office administration duties eg. diary management, letter writing, handling post, ensuring stationery supplies are maintained etc	√		Application Form/Interview
Experience of responding to enquiries (telephone, face to face, email etc) effectively, efficiently and courteously	√		
<b>Skills, knowledge and abilities</b>			
Excellent interpersonal skills with ability to communicate effectively at all levels	√		Application Form/Interview
Ability to use Microsoft applications at intermediate level	√		Application Form/Interview
Ability to provide support and guidance to volunteers and interns	√		Application Form/Interview
<b>Motivation</b>			
Ability to work on own initiative and manage workload effectively	√		Application Form/Interview
Willing to adapt and learn new skills	√		