

## **EDEN CAMP**

### **JOB DESCRIPTION**

**Job Title:** Administration Assistant

**Hours:** Part-time, permanent working 30 hours a week, on a rota of 8 days over 14. Weekend work required.

**Department:** Admin

**Reporting to:** Museum Manager

**Location:** Eden Camp, Malton

**Purpose of the Role:** To provide an effective, high quality customer service Reception function

#### **Key Areas of Responsibility:**

- Reception function for the business
- Greeting groups on arrival
- Answering the telephone
- Taking bookings
- Distribution of brochures
- General e-mails for the company
- Marketing support
- Mailers to clients/associations
- Maintenance of computerised stock
- Database for schools, groups and visitors
- Memorabilia records
- Ensuring stock of stationery/brochures etc.
- Presentation in the reception area is up to date
- Other general admin duties

#### **Expected Outcomes:**

- Delivery of a high-quality visitor reception function, fulfilling the corporate aims of the Museum
- A team player being part of the delivery of any future development plans for the reception function.
- Effective contribution to event organisation, marketing and fundraising where appropriate.

**Key Interfaces include:**

- Directors
- Museum Manager
- Marketing Manager
- Catering & Retail Managers
- Site & Restorations Manager
- Museum & Archive Assistants
- Catering & Retail Assistants
- Volunteers, groups, and re-enactors
- External/third party suppliers/working partners

**Key Skills Required:**

- High level and quality customer service experience
- Experience of working within a reception function
- Experience of working closely with other departments and volunteers to achieve consistently high standards

**Personal Attributes:**

The role is required to demonstrate excellent communication and problem-solving skills along with a flexible and positive attitude and have the confidence to work with minimum supervision.

- Effective communication skills - verbal and listening communication skills
- Strong prioritisation skills and ability to manage workflow process and own workload
- Team player
- Self-motivated
- Flexible
- Able to make decisions and use own initiative
- Creative, comes up with ideas, seeks to improve the norm
- Takes pride in the work that is delivered and works effectively to ensure a process of constant improvement exists
- Prepared to learn new skills
- Passionate about what you do

**Any other relevant comments:**

This job description is neither exhaustive nor inclusive. Due to the seasonal nature of the business and in order to keep relevant staff employed during the out of season months, other duties within other departments may be required to be performed as part of your job description and contract of employment. Flexibility of tasks is therefore required due to the varying circumstances as they present themselves. Any additional tasks will be as directed by the relevant Manager.

**Job Description Agreed:**

**Name:** .....

**Date:** .....