

Job Description

Museum Business Support Officer

Service:	Cultural Services	Team:	Museum Service
Location:	Museum site		
Salary range:		Grade:	4
Reports to:	Museum Manager	Staff responsible for:	None

Job Purpose

To provide key administrative, clerical and financial support to a museum site as part of the museum service. To support the front of house operations including keyholding, bookings, visitor enquires, retail, events and promotion.

Accountabilities/Responsibilities

Administering electronic financial systems such as Oracle cash reconciliation, journal transfers, processing invoices or similar ensuring accurate and timely payments and maintenance of data.

Assisting with the collection and collation of statistics, data, financial information or other Management Information required by the service and producing reports.

Respond to, and resolve where appropriate, telephone, face to face, e-mail and postal enquiries.

Liaise with event or group booking organisers and the Heritage Learning Team to co-ordinate diary bookings, in liaison with Museum Manager.

Ordering and managing stock and supplies for the site including the museum shop and café (where appropriate).

Cash handling, cashing up daily, banking, overseeing petty cash and payments for advance bookings

Assisting with front of house duties as required, including keyholding and opening/closing the site, working at visitor desk, assisting with events as required in liaison with Museum Manager.

Providing administrative support such as for meetings, which could include arranging dates, room bookings and preparing agendas, or minute taking.

To provide support for marketing and promotion of events and activities including social media.

To be the responsible person on site in absence of the Museum Manager and a site supervisor when required.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

Museum Business Support Officer

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
• 4 GCSE's A-C or 4-9 including English & Maths or equivalent academic qualifications
Experience
• Experience of using ICT e.g. keyboard skills, Internet, e-mail, spreadsheets • Experience of routine office processing, financial systems and file management tasks. • Experience of financial and cash handling procedures • Experience of dealing with the public including face to face, telephone and email enquiries
Essential knowledge, skills & abilities
• Excellent ICT skills, including spreadsheets, email, internet and social media • Excellent customer care skills • Excellent written and verbal communication skills, including ability to deliver clear information and reports • Good organisational skills • Ability to work accurately and methodically • Ability to prioritize workloads and work to deadlines • Ability to act on own initiative and work as part of a team • Good physical fitness and manual dexterity. • Willingness and ability to learn and gain new skills
Other essential requirements
• Commitment to equality and diversity. • Commitment to health and safety. • Display the LCC values and behaviours at all times and actively promote them in others.