

# WILTSHIRE MUSEUM



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## JOB DESCRIPTION

Title:	Museum Assistant: Administration
Responsible to:	Marketing & Administration Manager
Job Purpose:	To assist the Marketing and Administration Manager with the day-to-day administration of the Museum and Society, including publicity, membership and front of house duties.
Salary	£16,000 - £17,000 pa, based on experience

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### About the Museum

The Wiltshire Museum has the best Bronze Age archaeology collections in Britain. The collections are Designated as being of national significance, and include many objects excavated in the landscapes surrounding the Avebury and Stonehenge World Heritage Sites. The collections record the archaeology, history and environment of the County, and include an important Archive and Library.

With funding from the Heritage Lottery Fund new galleries telling the story of Prehistoric Wiltshire opened in October 2013. The galleries link with the English Heritage Stonehenge Visitor Centre and Wessex galleries at The Salisbury Museum. This partnership encourages visitors to Stonehenge to visit Devizes to see the nationally important prehistoric collections at the Museum. It is also a busy time as Prehistory is a topic in the History Curriculum and is popular with local schools.

The Museum welcomes over 20,000 people a year and is open seven days a week for most of the year. The Museum runs a full programme of exhibitions, events and workshops, particularly with schools and families in and around Devizes. It is also used extensively for events, lectures and talks, attended by a wide range of people from the immediate area and beyond.

The Museum is run by the Wiltshire Archaeological and Natural History Society, an independent charity. The Society has nearly 1,000 members, including local supporters, families, professional archaeologists and academics. The Museum depends upon the income that it earns from admission fees, shop sales and events, as well as investment income and support from its members and modest grants from Wiltshire Council and Devizes Town Council.

The Museum has ten members of staff, and over 150 volunteers, who together give over hundreds of hours of time to support the work of the Museum and Society.

### **Background to the Post**

We are looking to appoint a full-time Museum Assistant: Administration to support the Marketing & Administration Manager with the day-to-day administration of the Museum and Society, including publicity, membership and front of house duties.

We are looking for someone with experience in an office environment, and training can be given where necessary.

## **Role & responsibilities**

### **1. Assisting the Marketing & Administration Manager with day to day Administration of the Society and Museum**

- This will include (but is not limited to): the preparation and distribution of publicity (item 2), including social media; looking after front of house in the absence of the Visitor Engagement Officer or volunteers (item 3); the administration of a membership database (item 4); and help to administer room bookings and group visits, organise and serve refreshments and clear-up after events.
- General administration will include photocopying, filing and archiving, tidying, assisting with mailings, general typing and data inputting (adhering to in-house computer use). There will be occasional cash handling and accounts, e.g. use of cash till and till reconciliations.

### **2. Publicity - to promote the Museum and associated events**

- To produce and distribute event and exhibition posters, leaflets and other publicity materials (using InDesign software), to promote the Museum
- To promote the Museum and events on external websites.
- Help with
  - running events and lectures (some out of hours work may be required)
  - membership, including mailings
  - front of house, e.g. working on reception, greeting visitors and shop
  - supporting fundraising and advocacy campaigns

### **3. Visitor Services: to ensure that visitors enjoy their visit to the Museum.**

- Covering front of house as necessary and keeping the reception area clean, tidy and stocked as necessary and to maintain the high-quality appearance of the Museum including any responsive cleaning or restocking of the shop and reception area that may be necessary.
- Welcome visitors on arrival at the Museum and to be welcoming throughout their visit
- Answer telephone and email enquiries, taking responsibility for ensuring that enquiries are passed on to volunteers or members of staff as appropriate
- Sell admission tickets, event tickets and shop merchandise
- Use the till and credit card machine to process telephone and online sales

### **4. Membership: to support and develop Society membership and use of the Society's membership database**

To comply with Society policy on the use of computers and GDPR to maintain the membership records and to assist with the processing of new and renewing subscriptions and payments. Training will be given on the Dataware/Subscriber software package.

- To assist in providing a high-quality service to members and supporting our members with their queries about membership and other matters
- To assist in promoting the Society, marketing the benefits of Society membership, supporting fundraising activities and attending events and to promote the work of the Museum and encourage visitors to become members

### **5. General**

- To work in designated locations within the building as required, to follow all established policies and procedures including health and safety, fire safety and object identification.
- Work outside core hours may from time to time be required. Time off in lieu will be given.
- You may from time to time be required to undertake such other duties as the Society may reasonably require.

## Qualifications and Experience

	Essential	Desirable
Qualifications	A-levels or equivalent (NVQ etc)	Computer/IT
Skills	Standard Office software – Word, Excel, Access Communication and presentation Produce clear concise written materials	Desk-top publishing (InDesign) Membership software (Subscriber) Reception or shop experience
Personal attributes	Well-organised 'Can do' approach Self-motivated with an ability to work unsupervised Team player Flexible attitude Able to work outside standard office hours when required Interest in the museum and heritage sector	
Experience	Work in an office environment	Working in a charity or heritage sector

## Job details

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Length of contract: This is a permanent contract, subject to a probation period.

Working hours: 35 hours per week, 9.30am to 5.30pm, with one hour for lunch. To include at least two Saturdays per month (time off in lieu given)

Pay: £16,000 - £17,000 pa, based on experience.  
Onsite parking, 28 days holiday, pension scheme.

Travel: A travel and subsistence allowance is payable for travel required as part of the job.

### Applications:

Please complete an application form which can be downloaded from the website. A Word version of the application can be emailed to [Karen.jones@wiltshiremuseum.org.uk](mailto:Karen.jones@wiltshiremuseum.org.uk) but must arrive before the deadline. You may include a CV. A signed paper copy of the application form must also be submitted, but this can be brought to interview. For an informal discussion of the role, please contact Karen Jones, Marketing & Administration Manger on 01380 727369.

Closing Date 9 am, Monday 8 July 2019

Interview Date We would like to interview shortlisted candidates during week commencing 22 July 2019.

Target start date: As soon as practical.

Probation The post is subject to a three-month probationary period

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