

Wiltshire Archaeological and Natural History Society

Wiltshire Museum

Job purpose and job description: Project Support Officer

1 FTE (35 hours per week), with occasional evening and weekend work as required.

Location: Preferably split between remote working and Wiltshire Museum, Devizes.

Responsible to: Programme Manager.

Initial contract to 31st May 2025. Potential for contract extension to cover the Delivery Phase of the project, subject to performance and a successful NLHF Stage 2 application.

Job Purpose

The Project Support Officer will provide integral project development and administrative support for The National Lottery Heritage Fund (NLHF) supported *Assizes for Devizes: Unlocking Wiltshire's Stories* project during its Development Phase.

Working closely with members of the Project Development Team, the successful candidate will provide support in two key areas of the project: stakeholder engagement, including supporting fundraising initiatives and stewardship, and project administration, including reporting and maintaining databases.

Specific Role and Responsibilities

Stakeholder engagement and stewardship

- Build and maintain positive relationships with local stakeholders, local organisations, and individuals.
- Work closely with the Programme Manager in implementing the project stakeholder engagement strategy.
- Work closely with the Programme Manager to maintain project communication and support communications relating to the wider project, including social media, newsletters, and internal updates.
- Work closely with the Project Development Team and fundraising consultants to coordinate events and initiatives to support the development and fundraising of the project.
- Support the team and fundraising consultants in implementing the project fundraising strategy.
- Ensure that information about donors and funders is recorded, enabling them to be informed about the progress of the project and for their contribution to be recognised.
- Support project volunteers and be the main point of contact for project event volunteers.
- Deal with project enquiries via email and telephone.
- Represent Wiltshire Museum and the project as required internally and externally, including attending Board meetings, community and sector meetings.
- Work closely with colleagues across the Wessex Museums Partnership and attend meetings where required.
- Champion inclusive practice.
- Champion equality, diversity and inclusion.

Administration

- Support the management of project administration, including paper distribution (agendas, minutes, action logs & updates, discussion papers) and minute-taking for meetings of the Project Board, Project Development Team, consultants, stakeholder engagement, and NLHF progress updates meetings.
- Support the Programme Manager in the preparation, delivery, updating and monitoring of all project plans, documentation and deliverables.
- Support the Project Development Team in the day-to-day activities linked to the delivery of the Stage 1 NLHF bid and development of Stage 2.
- Maintain up-to-date information systems, including collation of data needed for effective project monitoring and evaluation to meet the NLHF and other funders' requirements.
- Assist in all project reporting to the NLHF and other funders, including liaising with project partners, drafting narrative reports, and ensuring all deadlines are met.
- Work closely with colleagues across the Wessex Museums Partnership and attend meetings where required.
- Undertake such other duties as may be required from time to time commensurate with the level of the post.
- Comply with all decisions, policies and standing orders of Wiltshire Museum and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.
- Participate in training and development in relation to the post.

Person Specification

Essential

- Excellent time management, organisational skills and an ability to deliver over multiple projects and meet deadlines.
- Experience of building and maintaining successful relationships with stakeholders.
- Excellent communication skills.
- Experience of organising and supporting events.
- An understanding of fundraising and how to attract donors.
- Good presentation and negotiating skills.
- Good oral and written communication skills.
- Experience in an administrative environment.
- Experience of managing data and documents.
- Good knowledge and competence in using IT packages, including the Microsoft Office suite.
- Good problem-solving skills.
- Attention to detail.
- Commitment to equality, diversity and inclusion.

Desirable

- Supporting projects ideally within the museums, arts and heritage sector.
- Experience of working on a NLHF-funded project.
- Experience of working as a member of a close-knit team.
- Experience of providing administrative support for committees, boards and meetings.
- Knowledge of GDPR regulations.

- Experience using the database software Subscriber.

Other requirements

Flexibility to work evenings/weekends.