

Charles Dickens Museum

Job description

1.	Job title: Administrator and Office Manager (part-time, 25 hours per week)
2.	Location: Based in London at the Charles Dickens Museum, 48 Doughty Street, London WC1N 2LX
3.	Responsible to: Director
4.	Salary: £24,500 p.a. pro rata (£16,333)
5.	Main purpose of job: The Charles Dickens Museum is seeking an exceptional person to fill a key position within a small, dynamic team. This role is the administrative lynchpin at the Charles Dickens Museum and is responsible for ensuring high quality management and delivery of all office-based activities and systems.
6.	<p>The following is not an exhaustive list of the tasks handled by the Administrator but is indicative of the main responsibilities.</p> <p>Administration:</p> <ul style="list-style-type: none">• Maintain and further develop office systems and procedures, using a variety of software packages, and ensure the smooth running of the office, including co-ordinating IT issues, office supplies, and filing.• Provide administrative support to the Director, Commercial and Operations Manager and senior management team as required, including preparing correspondence, reports and confidential documents, as well as organising internal and external meetings.• Manage a range of supplier contracts and procurement, and maintain a schedule of renewal dates.• Act as the contact point for all general Museum communications, including managing general email accounts, post and telephone enquiries.• Act as secretary to the Board of Directors, including servicing Board and Committee meetings, and assist in meeting statutory

	<p>obligations.</p> <ul style="list-style-type: none"> • Manage internal communications, staff meetings and social events. • Coordinate monthly payroll information for review by senior management. • Manage new starter inductions, as well as annual leave and absence recording for salaried staff. • Assist with the organisation and delivery of a range of Museum events. • Maintain and further develop systems relevant to a charity. • Manage the Museum’s Friends programme and work with the Director on fundraising and supporter development. • Assist with Museum booking systems, including with raising invoices and credit control. <p>Other:</p> <ul style="list-style-type: none"> • Cover basic essential duties in the absence of other staff. • Any other reasonable duties as may be required by the Director.
7.	<p>Key relationships:</p> <p>Internal</p> <p>The Charles Dickens Museum relies on a small team of staff, and although each role has clear responsibilities, no one works in isolation and a spirit of cooperation is essential to maintaining a culture of mutual support and a positive working environment.</p> <p>In addition to a small team of paid staff, we have an extensive team of dedicated volunteers.</p> <p>External</p> <p>Suppliers and contractors Friends of the Museum Public</p>
8.	<p>Person specification:</p> <p>Essential:</p> <ul style="list-style-type: none"> • Educated to degree level or with significant relevant experience, and a minimum of 3 years’ working in a similar role. • Experience in the delivery of a diverse range of administrative

	<p>tasks.</p> <ul style="list-style-type: none"> • Ability to work to deadlines and to prioritise and manage a diverse workload and a number of projects simultaneously and efficiently with a minimum of supervision. • Excellent communication skills – both written and oral. • Excellent interpersonal skills, with the ability to work with a wide range of people and with a friendly, helpful manner. • Positive attitude and ability to establish good working relationships with colleagues at all levels. • Excellent IT skills including Microsoft Office. • Attention to detail. • Highly organised and efficient. • Enthusiasm for the work of the organisation and the ability to engender enthusiasm and commitment in others. • Willingness to work flexibly from time to time in order to meet deadlines and assist with events. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working in the cultural and/or charitable sector. • Experience of working with volunteers.
9.	<p>General terms and Conditions:</p> <p>Contract: This is a part-time (25 hours per week) permanent position conditional upon successful completion of the probationary period.</p> <p>Hours: 25 hours per week, exclusive of lunch breaks, ideally spread across the working week (Monday – Friday). You will occasionally be required to work evenings and weekends, for which time off in lieu applies.</p> <p>Salary: £24,500 p.a. pro rata (£16,333)</p> <p>Holiday allowance: 25 days’ annual leave (plus 8 days’ statutory public holidays) pro rata (i.e. 22 days in total)</p> <p>Probationary period: 3 months</p> <p>Notice period: 1 week during the probationary period and 2 months thereafter.</p> <p>Pension: The Charles Dickens Museum is part of the NEST pension scheme.</p>

10.	<p>Application Process:</p> <p>To apply for this position, please send:</p> <ul style="list-style-type: none"> • a covering letter detailing your relevant experience and skills in relation to this role • your CV including contact details for two referees <p>By email to: lucy.dow@dickensmuseum.com</p> <p>Closing Date: Wednesday 5th December 2018 at 12 noon GMT</p> <p>Interview Date: Tuesday 11th December 2018</p>
11.	<p>Background Information:</p> <p>The Charles Dickens Museum was founded (as the Dickens House) in 1925 to preserve and promote the life and work of Charles Dickens, the greatest novelist of the Victorian era. It is fully accredited and is constituted as a charity (charity number 212172). The Museum holds the world's finest and most comprehensive collection of material (over 100,000 items) relating to Dickens's life and work. It was here at 48 Doughty Street (a Grade 1 listed building) that Dickens established himself as a writer in the 1830s and rose to international fame. The Museum also houses an extensive archive and research library used continually by leading scholars, and it is the headquarters of the international Dickens Fellowship. 48 Doughty Street is a place of pilgrimage for people from all over the world – fans, scholars, researchers, writers – and it is a place of learning for thousands of children and young people. We receive 200-300 visitors daily, as well as 50+ school pupils each day during term time.</p> <p>Website: http://www.dickensmuseum.com</p> <p><i>The Charles Dickens Museum Limited of 48 Doughty Street, London WC1N 2LX acting as the sole trustee of The Dickens House and the Dickens House Fund (registered charity number 212172).</i></p> <p style="text-align: right;">November 2018</p>