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| Job title | Business Support and Volunteer Officer |
| Strategic team | Directorate of Place |
| Service | Culture and Events |
| Business unit | Torre Abbey |
| Responsible to (day to day issues) | Senior Operations Coordinator |
| Accountable to (line manager) | Senior Operations Coordinator |
| Salary grade (spinal column points only) | Grade D |
| JE ref | JOT219 |

# 1. Key purpose of job

* 1. Accurately undertake financial procedures such as income banking, invoicing, payments and petty cash in liaison with Torbay Council administrative staff.
  2. Oversee the bookings calendar for all Torre Abbey programmes across exhibitions, events, education and community and private and corporate hires.
  3. Provide general administration support.
  4. Support the volunteer programme with recruitment, growth and induction and ensure they are passed to relevant members of the team for line management.
  5. You will be an excellent team player helping to create a great place for your colleagues (staff and volunteers) to work in.
  6. Provide the Leadership Team with regular sales and other reports using the till and other back-office systems.
  7. Assist with collections, exhibitions and loan documentation ensuring that records are accurately maintained to Museum Accreditation Standards.

# 2. Anticipated outcomes of post

* 1. Financial systems are adhered to. Invoicing and purchasing procedures are followed and income banking is processed accurately and in a timely way, in accordance with Torbay Council procedures.
  2. Insurance details of the collections are accurately kept up to date.
  3. Staff and volunteers work in an environment that fosters individual commitment, enthusiasm, team-working and competence to deliver an excellent service.
  4. Volunteers will be recruited and supported through induction.
  5. Business support is provided to the whole team as necessary.
  6. Ensure that Torre Abbey’s collection’s documentation and location systems are well maintained.

# 3. List key duties and accountabilities of the post

* 1. You will deliver excellent customer service every time by modelling our Core Values and Spirit of Place.
  2. Undertake supplier ordering and process invoices using the FIMS System, manage the petty cash, accurately record and bank all income in accordance with Torbay Council procedures. To liaise with suppliers in line with agreed service levels and performance standards.
  3. Manage the bookings calendar in liaison with the Senior Operations Coordinator. Maintain the online booking and advanced ticketing system.
  4. Assist with public enquiries including managing mailboxes and phone lines.
  5. Maintain web-listings and sector memberships to ensure accurate information sharing and development opportunities e.g. Art Fund, Museums Association, Art UK, GEM, Devon Museums, Culture 24 and others as appropriate.
  6. To ensure that, in liaison with the Council’s Insurance Officer and Senior Operations Coordinator, that insurance values are current and up to date.
  7. To provide business support to the Leadership Team including arranging and minuting meetings and replying to FOI requests etc.
  8. To support the leadership team by creating and updating reports including on sales, ticketing and collection documentation.
  9. Support the recruitment and induction of volunteers, assisting to grow the volunteer programme
  10. To give admin support to for funding applications to further develop Torre Abbey.
  11. To support the creation and proof reading of exhibition and museum collection interpretation.
  12. To maintain the documentation of the collection in line with Museum Accreditation /SPECTRUM standards creating digital/electronic records using the MODES for Windows computer systems and entering the collection into the accession register (Master Catalogue).
  13. Assisting with loans processes and procedures including support the Senior Operations Coordinator with administration for temporary loans for exhibitions and programming
  14. Maintain a digital photographic record to be placed alongside the computerised documentation of significant objects in the collection, and to reconcile photographs with documentation.

Responsible for safeguarding and promoting the welfare of children and vulnerable adults at all times in liaison with the Safeguarding lead, the Education and Community Engagement Coordinator.

* 1. 4. Budgetary / Financial Responsibilities of the post
  2. No direct budgetary responsibility. Responsibility for financial administration and banking.
  3. Petty Cash and banking responsibilities up to £10,000 a week.

# 5. Supervision / Line Management Responsibilities of the post

* 1. None.

# 6. Working environment and conditions of the post

* 1. Working at Torre Abbey and within its grounds. This will involve occasionally working in an outdoors environment and within a historic house location.
  2. There may be some off-site working.

# 7. Physical demands of the post

* 1. Normal physical demands.
  2. Evacuation of persons in a wheelchair during emergency procedures and act as Fire Marshall in event of a fire/emergency.

# 8. Specific resources used by the post

* 1. IT equipment including online activity
  2. Single door key for access

# 9. Key contacts and relationships

**External**

* Commercial organisations
* Retail Suppliers
* Event hirers
* General public visitors
* Local arts and culture events organisations

**Internal**

* Culture and Events Service Manager
* All of Torre Abbey Team
* Staff of the Place Directorate
* Other Council Departments including Finance

# 10. Other duties

* 1. To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* This post is based at Torre Abbey but the post holder may be required to move their base to any other location within the Council at a future date.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
* As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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## Skills and effectiveness

### Essential skills and effectiveness

* Effective organisational skills with good attention to detail along with ability to work on own initiative
* Proven ability to approach and undertake role and duties in a calm and friendly manner along with a positive attitude
* Proven ability to foster and maintain effective people skills enabling good relationships
* Have the ability to work flexible and unsociable hours which are variable to secure a successful completion to the current event
* Excellent numeracy
* Excellent IT skills including – Word, Excel, Outlook
* Excellent written and verbal communication skills with the ability to communicate clearly and effectively with all staff at all levels and members of the public
* Proven ability to demonstrate a consistent effective customer service ethos

### Desirable skills and effectiveness

* Skills in collection care, preventative conservation and documentation in line with best practice.
* Experience supporting senior staff

## Knowledge

### Essential knowledge

* Effective knowledge of financial procedures
* Knowledge and understanding of data protection
* Understanding of the volunteering role and how to support them at their best.

### Desirable knowledge

* Working knowledge of Torre Abbey.
* An understanding of collections management protocol, historical houses and museums and linkages to other similar establishments.
* An understanding of collections recording computer systems including MODES.

## Experience and achievements

### Essential experience and achievements

* Experience of financial management systems.
* Experience of working with a range of administration systems
* Experience of working within a team
* Experience of dealing with a range of enquiries

### Desirable experience and achievements

* Experience of insurance procedures in a similar setting.
* Experience of maintaining collections documentation and location systems in a similar setting.
* Experience in working with museums and other cultural/heritage assets.

## Qualifications/professional memberships

### Essential qualifications/professional memberships

* Educated to at least GCSE level grade 4 (C) or equivalent in Maths and English.

### Desirable qualifications/professional memberships

* NVQ or higher in Cultural Heritage Management or associated subject.
* Current First Aid Certificate.

## Essential – Other requirements of the job role

* Demonstrates a commitment to safeguard and promote the welfare of children and young people.
* Ability to carry out the physical requirements of the role (i.e. manual handling).
* Ability to travel efficiently around the Bay/South West in order to carry out duties.
* Ability to accommodate unsociable hours.
* Ability to accommodate shift patterns.
* Ability to accommodate on-call working.