**Job description**

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| **Job title:** | Communications and Admin Assistant |
| **Department:** | Fundraising and Communications | **Contract:** | Fixed Term for up to 6 months |
| **Reporting To:** | Head of Fundraising and Communications | **Hours per week:** | 37 |

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| 1. **Job purpose**

To provide efficient and effective internal communications providing an information service to all internal and external enquirers in person, via telephone, email and mail including general administrative duties supporting the Communications team and the Executive Assistant to the CEO. |

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| **2. Dimensions**This role will support the internal communications of York Museums Trust whilst supporting the Executive Assistant with general day to day administrative duties. |

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| **3. Principal accountabilities**To be the first point of call for all enquiries to York Museums Trust, answering queries and providing an efficient and customer focused reception and telephone answering serviceTo proactively liaise with key contacts on each site and the Senior Leadership Team on a daily basis to keep informed of the current situation and forthcoming events and activitiesEnsure that relevant managers and colleagues are kept informed of activities, exhibitions, displays and events taking place throughout the TrustTo create and distribute the fortnightly staff newsletterProvide assistance to the Executive Assistant with filing of CEO records, logging post and correspondence and printing and scanning including other administrative requirement when requiredTo assist the Executive Assistant with hosting the meetings of the CEO at the York Castle Museum to ensure that all refreshments and equipment are in place and that the rooms are cleared afterwardsProvide assistance to the Communications Team with inputting research data To work with communications colleagues on a variety of communications tasks such as mail outs, distribution, collation of information and listings of events and exhibitions online. To work with the Digital Communications Assistant in promoting the Trust’s activities through social media, in line with the Trust’s e-communication guidelines. Promote and develop equality and diversity in line with YMT Equality Statement.**Other duties**Other duties may be required from time to time which are consistent with the grading of this post |

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| **4. Key performance measures**To manage all enquiries to YMT, answering approximately 40 calls and responding to approximately 50 emails a day.Ensure that all CEO meetings are set up correctly and on time.To input data of 100 surveys per month. |

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| **5. Knowledge, skills, experience and behaviours***What is required for fully acceptable performance in the job?* **Knowledge*** Good working knowledge of Microsoft Office

**Skills*** Excellent communication skills
* Excellent customer care skills
* Excellent organisational skills and attention to detail
* Ability to use initiative and effectively problem solve
* Ability to be pro-active in determining customer needs via the telephone
* Ability to organise, and be pro-active in gathering, information from diverse sources within the organisation
* Ability to prioritise in a fast-moving environment
* YMT has a strategic commitment to increasing its digital skill base. The post holder should be able to demonstrate competence in one or more of the following areas:
	+ Digital recording – e.g. photography, sound, video
	+ Social networking – e.g. twitter, Facebook

**Experience*** Customer service and administration

**Behaviours*** Commitment to equality and diversity and an understanding of how this commitment applies to this role.
* Enthusiasm for maintaining contact with all staff and building communication networks within the organisation
* Courteous, friendly and calm manner
* Flexible attitude towards performing tasks and providing cover for colleagues
* Willingness to learn about and use new technology and systems
* Willingness to be a team player
* Willingness to actively engage in Continuous Professional Development
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| **6. Key relationships***What are the key internal and external relationships necessary for achievement of the job accountabilities?*Marketing and Communications TeamExecutive AssistantSenior Leadership TeamGroup Bookings Co-ordinatorAll staffSuppliersVisitorsExternal Agencies |

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| **7. Organisation chart** |

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|  | **Signature** | **Date** |
| **Approved by HR:** |  |  |
| **Approved by line manager:** |  |  |
| **Approved by job holder:** |  |  |

**Terms and conditions of service**

Job Title

Communications and Admin Assistant (Fixed term for 6 months)

Reporting line

This post reports to Head of Fundraising and Communications

Salary

The salary for the post is YMT Scale 3, SCP 14-17, £17,997 to £19,258 pro rata.

Probationary period

Appointments are subject to the successful completion of a six-month probationary period.

Health

Prospective employees must be cleared by the Occupational Health Service as medically fit for employment by the Trust.

Annual leave

The annual leave entitlement is 25 days per annum pro rata for part time employees, increasing by five days (pro rata) after five years continuous service with the Trust, plus public holidays.

Pension

The Trust belongs to the Local Government Pension Scheme and all new employees are enrolled. It is possible to opt out of the pension using forms available at [www.nypf.org.uk](http://www.nypf.org.uk).

Hours of work

The hours of work are 37 hours per week, worked over five days.

Period of notice

The period of written notice required for you to terminate this post is one month. The Trust will give you one month’s notice.