Management Team Support Officer

Reports to: Management Team

Contract: 6 months

Hours: part time, 0.6 (24 hours per week)

Salary: £21,000 per annum (pro-rated)

Holidays:  25 days per annum plus bank holidays (pro-rated)

Based at: PK Porthcurno, Eastern House, Porthcurno, Cornwall TR19 6JX

Overview

In September 2020, PK Porthcurno Museum of Global Communications (formerly Telegraph Museum Porthcurno) reopened to the public following closure for COVID-19. The museum now has full safety and social distancing measures in place for the visiting public and staff, but by necessity we have adjusted the way our back office operates, with a mixture of home working, remote access and a limited management team presence on site. While this system is in place, we require additional support and capacity in the office and we are now looking for a Management Team Support Officer to provide general office and administrative support to the management team in order to facilitate their work and provide continuity in the office for other staff members and the public.

Responding to the various needs of several different staff members, we are looking for a highly organised and versatile individual to be the eyes, hands, and ears of the management team in the office. You will be fast working and efficient, with excellent communication skills, a calm manner, and an awareness of the need to maintain confidentiality.

Areas of coverage include responding to the general support needs of the management team and other staff members, servicing staff meetings, answering the phone and general email enquiries, sorting post, keeping the office organised and tidy, monitoring and rotating office stationery, collecting and processing timesheets, collating cash takings for banking, assisting with contract workers and placing orders.

This is a temporary, part-time role based on site at PK Porthcurno with some attendance most weekdays for limited hours.

Job scope

Responsibilities:

* Plan/attend weekly staff meetings and take minutes
* Daily mail sorting/distribution
* Photocopying/printing/scanning
* Arrange for parcel shipping for all staff as needed (correspondence, shop sales, etc.)
* Manage office supplies (track inventory, reorder supplies as needed, place special orders for other staff when approved)
* Coordinate office equipment management and repair needs
* Clip and file newspaper stories related to the museum
* Assist Visitor Services Coordinator with ticketing/shop/cafe sales as needed
* Cover front desk/cafe for visitor services if needed
* Assist with room rental inquiries
* Assist with prebookings for museum/talks
* Ensure meeting announcements are distributed in advance to board and committees
* Distribute meeting minutes and materials for board and committee meetings
* Make calls and track board meeting attendance
* Assist with Board meeting logistics and IT set up for remote meetings
* Collate cash takings for banking
* Respond to donation requests (non-profit auctions, etc.)

Person specification:

Essential

* Well organised, able to juggle tasks simultaneously without losing attention to detail
* Able to work quickly, calmly, and efficiently
* Able to work unsupervised and to manage own time to meet deadlines
* Excellent IT skills (MS Office)
* Confident assured communicator both in written and verbal form
* Highly reliable and trustworthy with integrity and respect for confidentiality
* Experience of working with multiple team members/stakeholders with different needs
* The ability to build strong relationships at all levels
* A personable manner with an excellent work ethic
* PK Porthcurno is in a rural location with limited public transport links so staff must ensure they are able to get to and from work.
* Able to start work immediately.

Desirable

* Experience of visitor services/public facing roles
* Experience of hospitality/retail roles
* Experience of working with volunteers.

Application process

To apply please email a covering letter which addresses the criteria as set out in the job description and person specification, CV, and completed Equal Opportunities and Personal Details Forms to: info@pkporthcurno.com

Please quote job ref: MTS2020 in the email subject header

Closing date for applications:  23rd October midnight

Interviews: 28th October