



North
Northamptonshire
Council



Job description

Details of the job	
Post title:	Administration Officer
Salary grade:	£22,369 - £24,054
Hours:	0 - 37 hours per week
Location:	Chester House Estate, Wellingborough
Reports to:	General Manager – Chester House
Service area:	Culture, Tourism and Heritage

In September 2022, North Northamptonshire Council developed a new service 'Culture, Tourism and Heritage'. This new service has brought together departments across the council including Tourism delivery, theatres, events and heritage assets which now all sit within the Communities and Wellbeing Directorate.

North Northamptonshire Council has the vision:

'To create a new sustainable, efficient, and engaging heritage, cultural and tourism service that will shine a light on the outstanding assets we have within North Northamptonshire, whilst protecting and preserving heritage for future generations. Working with partners, we aim to improve and increase the tourism economy by developing infrastructure and introducing pioneering marketing strategies to attract inward investment and visitors.'

The Culture, Tourism and Heritage Service includes the following areas:

- The Chester House Estate (CHE)
- Corby Heritage Centre
- Cornerstone
- Northamptonshire Archaeological Resource Centre (ARC)
- North Northamptonshire Council Events
- Discover North Northamptonshire Hub
- Destination Nene Valley (DNV)
- The Greenway Project

- Theatre Contracts for the Corby Core Theatre, The Lighthouse Theatre and The Castle Theatre.
- Visitor Attraction / Park contracts for Stanwick Lakes, Twywell Hill and Dales
- Cultural, Heritage and Tourism Partnerships including with Made with Many, Love Corby, The Northamptonshire Heritage Forum, Northamptonshire Surprise, Rockingham Forest Trust and The Nene Rivers Trust.

The Administration Officer reports into the Business Operations team and will be a key member of the Team, the role will also oversee casual Visitor Experience Team to support with the delivery of learning and engagement programmes. The Business Operations team includes the following areas:

- Building Management
- Finance
- Marketing and PR
- Administration
- Volunteering
- Education and Engagement

<u>BUILDING MANAGEMENT</u> • Ongoing repairs and maintenance management • Fire system management • Security alarm management • Building activity risk Assessments and rams • Painting and decorating • Cleaning and janitorial management • Historic England LBC consents	<u>FINANCE</u> • ERP management • Raising requisitions / purchase orders • Stock takes • Raising invoices • Setting up customers / suppliers • EOM reporting • Cashing-up / banking • EPOS management • Donation point management • Gift-aid management	<u>MARKETING</u> • Social media management • Creating press releases / blog content • Website management • Overseeing press launches and engagement • Event ticket management • Community outreach marketing events • Grant/bid writing • CT&H brand management • FOI requests
<u>ADMINISTRATION</u> • Booking management (epos/online) • Phone call enquiries • Email enquires • Management of complaints / feedback. • Printing services • Booking diary management	<u>VOLUNTEERING</u> • Recruitment and retention of volunteers • Role creation and implementation • Training and development for volunteers and staff	<u>EDUCATION</u> • Delivery of KS1, KS2, KS3 school trip experiences • College and university engagement • Work experience placements • Educational partnerships lead • Family and children workshops delivery • Education outreach sessions delivery • NLHF activity plan delivery • Interpretation

We are looking for an enthusiastic, reliable and hardworking individual to support our administration. You will be involved in dealing with a varied range of administrative duties which will require working to strict

deadlines and prioritising your workload. The ideal candidate will have a very good knowledge of all Microsoft Office programs, particularly Excel, along with meticulous attention to detail and exceptional organisational skills. In return, you can expect full training in a friendly and supportive environment. There is no requirement to have any previous experience as an Administrator although this may be beneficial based on the duties of the role. This is a back office role with however you will have frequent and demanding direct customer service requirements.

Overall purpose of the post

- Deal with visitor enquires including phone calls, emails and in person (reception) in a timely and efficient manner.
- Oversee the smooth delivery of the booking systems for all aspects of the service. Managing the internal booking diary for all teams to have visibility off.
- Support the Head of Service and Department Managers with administration tasks as and when required.
- Oversee the running of the visitor's reception area at The Chester House Estate.
- Support Managers with ordering repeat supplies.

As part of the wider Business Operations Team team, you'll also influence how we provide great experiences for our visitors and how we deliver the commercial success required to pay for the upkeep and ongoing investment in our buildings and on-site facilities.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the estate. In addition, all employees are expected to adhere to the organisations commitment to providing a safe and positive working environment for all.

This role includes work on a 5/7-day roster, which will include weekends and bank holidays.

Main accountabilities

- Deal with visitor enquires including phone calls, emails and in person (reception) in a timely and efficient manner.
- Oversee the smooth delivery of the booking systems for all aspects of the service.
- Support the Head of Service and Department Managers with administration tasks as and when required.
- Managing the internal booking diary for room and resource booking.
- Oversee the running of the visitor's reception area at The Chester House Estate.
- Support Managers with ordering repeat supplies.
- Ensuring all data handled is in line with GDPR guidelines.
- Lead an efficient communication process through all service departments for booking shared resources, space and staff.

- Develop new processes for bookings and first point visitor engagement to improve the experience for the customer.
- Deal with social media messages including comments, reviews and questions.
- Supporting the Marketing Assistant, you will ensure the website information is kept up to date each day
- Ordering stationary and overseeing administration contracts such as PC suppliers and Printing providers.
- Keeping the office and reception areas clean and tidy at all times.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential.

PERSON SPECIFICATION

Post Title:	Administration Officer
Grade	
Service Area:	Culture, Tourism and Heritage

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	3 GCSE Qualifications (minimum of C grade for English and Maths).	First aid trained

Experience and Knowledge	Excellent communications and interpersonal skills to be able to effectively engage with a range of audiences and stakeholders at strategic, operational levels, including elected members and members of the public. Excellent influencing and advocacy skills. The ability to positively influence and instil confidence in team members, senior officers and stakeholders	Experience of working with volunteers or community groups Appreciation and understanding of the importance of the historic environment.
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ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Ability and Skills	Excellent customer service skills and high service standards. Strong relationship management and influencing skills Excellent planning and report writing skills Excellent time-management skills Confident, flexible and relaxed style, able to communicate effectively with everyone. IT skills to manage a large EPOS and online book system.	Monitoring, evaluation and analytical skills
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	