



Custom House, 31 Commercial Road, Back Badge Square, Gloucester, GL1 2HE

Business Administration Officer - Job Description

Job title	Business Administration Officer
Division or department	Soldiers of Gloucestershire Museum
Location	Custom House, Gloucester Docks
Responsible to	Museum Director

This job description provides an outline of the duties and responsibilities of the role and the necessary skills and knowledge required to perform them as at the date it was created. Employees will be recruited on the basis of their qualifications and experience to do the work to be performed, regardless of sex, sexual orientation, gender reassignment, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, age, pregnancy and maternity, disability or trade union membership status. By applying for this role, the candidate accepts that over time this job description may be subject to change as the candidate's duties and job evolves.

Job purpose: Employed by the Board of Trustees, reporting to the Museum Director, the Business Administration Officer will be responsible for the practical day-to-day running of the Museum office. Ultimately working to raise income for the charity, and achieving monthly targets.

Main responsibilities and duties

1. Manage the Museum's hires offer – providing information to customers and taking bookings. Liaising with the Museum team to make sure there is cover when needed for a hires booking
2. Raising invoices and directing customers to pay deposits
3. Liaising with external catering companies to cater for hires customers where needed
4. Organising room layouts ahead of hires bookings and providing basic catering supplies when needed
5. Maintaining an up to date bookings calendar, for both room hires and educational visits
6. Gathering feedback from customers after hires have taken place
7. Liaising with education officers and teachers, to arrange visits to the Museum or organise outreach sessions
8. Maintain good communication with County schools and educational establishments, marketing the Museum's educational offers whenever possible
9. Liaising with the Shop Manager introduce new income offers relating to hires
10. Accumulating and collating all feedback
11. Ensure that all office documentation is well organised and any confidential documents are kept securely
12. Answer any general museum enquiries, communicating effectively with the Museum team
13. Maintain healthy levels of stock and supplies relating to hires

14. Carry out any general office tasks that may be required, such as document scanning, laminating, printing, filing and shredding
15. Be the first point of contact for any queries relating to Museum Membership, or the Friends of SOGM
16. Liaising with the Shop Manager, administer special 'members only' pieces relating to membership offers
17. Manage ticket sales for events
18. Occasional travel required
19. Market events throughout the city, making use of existing social media platforms
20. Maintain the Museum's social media platforms and schedule all social media posts

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and required by the Museum Director to meet the overall business objectives of the organisation

Required knowledge and skills

Essential

1. Excellent organisational skills
2. Strong interpersonal and communication skills
3. Have previous office experience
4. Be able to interact with the general public
5. Experience of working on your own initiative and as a member of a team
6. Good numeracy skills
7. Ability and willingness to work flexibly, out of normal office hours and off site if required
8. Ability to multi-task
9. Understand local market trends
10. Ability to create and maintain relationships with partners

Desirable

1. Have experience of working in a museum
2. An understanding of museums and the role they play
3. Have experience of effective administration

Qualifications

1. Good literacy and numeracy skills
2. Proficient in using Microsoft Office software and be familiar with various social media platforms

Job Description approved by: _____ Date: _____

Employee Signed: _____ Date: _____

Employer Signed: _____ Date: _____