



Job Description

Job Title:	Access & Learning Administrator
Employer:	Trustees of the Royal Air Force Museum ('the Museum')
Reports to:	Access and Learning Manager, Cosford
Direct Reports:	None; supervision of volunteers as required
Term:	Part Time – 20 hours per week; fixed term for 12 months

Purpose of the Job

- To provide effective administrative support to the Access and Learning Department in alignment with the Museum's Vision, Values and Strategic Plan
- To provide a timely, supportive and efficient administrative service for the RAF Museum's residential learning programme (advanced aeronautics) and formal and informal learning visits
- To provide effective general operational support to colleagues in the wider Museum, to help deliver a great visitor experience and excellent customer service.

Accountabilities

- Responsible for the administration of the Museum's residential learning programme and formal and informal learning activities and liaise with other departments to ensure these visits are well-organised and managed
- To update and maintain Access and Learning databases
- To support and facilitate the Museum's commercial activities
- To work with the Access and Learning Officers to ensure the effective booking, planning, resourcing and evaluation of school visits.

Job Functions:

Access and Learning Administration

- Respond in a helpful and timely manner to Access and Learning enquiries received in person, via letter, e-mail or the Museum website
- Provide full administrative support for the residential learning programme (STAAR) including the following:
 - Liaison with all STAAR partners
 - Support for the selection of STAAR attendees
 - Communication with all STAAR attendees, their families and schools
 - Production and distribution of all information packs
 - Support programme evaluation and reporting
- You may be required to provide administrative support for other formal and informal learning activities or any other general office

Relationships

- Ensure the Access and Learning programme is communicated effectively to all stakeholders, both internally and externally.
- Work closely with the team to facilitate outstanding learning opportunities.
- Work closely with other departments to deliver museum-wide programmes and objectives.
- Cultivate internal relationships that cross team boundaries and demonstrate positive collaboration with all team members.
- Cultivate external relationships to identify potential new partners.
- Build and maintain partnerships with relevant external contacts and stakeholders.

Budgets and Resources

- Reduce operational costs and maximise resources whilst maintaining standards of products and services.

Policies and Procedures

- Uphold both the spirit and letter of the Museums Association's Code of Ethics.
- Uphold the Museum Values of Integrity, Sharing, Passion, Innovation, Relevance and Excellence.
- Comply with Health and Safety legislation.

- Adhere to organisational policies and procedures to protect people and the Museum's reputation.
- Develop and maintain policies and procedures that support and deliver departmental objectives.
- Comply with Collections Management Policies & Procedures.
- Professionally challenge procedures that do not add value to the organisation.

Personal Responsibilities

- Work as part of a team and support colleagues across the Museum.
- Protect the reputation of the Museum.

Hours and Physical Conditions

- The post is for 20 hours per week over five days, fixed-term for 12 months.
- The post is based at the Cosford site but work at all Museum sites (London, Cosford and Stafford) and at other venues in the UK may be required.

This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the museum to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible the Museum reserves the right to make reasonable changes after consultation.

Selection Criteria

CRITERIA	STANDARD	E/D*	EVIDENCE
Qualifications	<ul style="list-style-type: none"> Educated to GCSE standard or equivalent in English and Mathematics or equivalent experience Willingness and ability to hold a First Aid qualification First Aid qualification 	E	Application/Certificates
		E	Application/Interview
		D	Application/Certificates
Work Experience	<ul style="list-style-type: none"> Demonstrable experience of administration work in the arts/heritage/tourism sector or a similarly customer-focused environment Experience of working with volunteers 	E	Application/Interview
		D	Application/interview
Skills and Knowledge	<ul style="list-style-type: none"> Appreciation of what constitutes great customer service Excellent communication skills (written and oral) Excellent co-ordination skills Excellent level of computer literacy and IT skills including Microsoft Office software working with databases 	E	Application/Interview
		E	Application/interview
		E	Application/Interview
		E	Application/Interview
Aptitudes	<ul style="list-style-type: none"> Positive and enthusiastic Warm/empathetic Ability to work flexibly Eye for detail Takes ownership/responsibility for tasks Able to use initiative and take a pro-active approach to duties. Commercial acumen 	E	Interview
		E	Interview
		E	Interview
		E	Interview
		E	Interview
		E	Application/Interview
		D	Interview

*E – Essential D – Desirable