

## **National Army Museum**

Royal Hospital Road, Chelsea, London SW3 4HT

**Post: Membership and Public Programme Support**

**Post No: NAM 231**

**Reports to: Head of Public Programmes**

### **Job Role**

The Membership and Public Programme Support role will support the administration, delivery and production of the Membership and Public Programme.

Working with the Head of Public Programmes, the post holder will help keep accurate and up-to-date Members records.

This role will also support the wider Public Programme Team with the day to day running of the department and assisting with the delivery of the Membership and Public Programme events, including the Chelsea History Festival.

### **Scope**

- Membership Programme and Membership Administration
- Public Programme, including the Chelsea History Festival

### **1. Job Description**

**The post-holder will be responsible for:**

#### **Membership**

- a. To review, approve and process Membership applications.
- b. Keep up to date records of Members by reviewing the membership files.
- c. To organise the Members Advisory Group meetings and take minutes.
- d. Provide a support to the Head of Public Programmes by maintaining a permanent and stable communication conduit between Museum Members and Museum staff.
- e. To collate monthly membership records and schedule of membership services collateral, include welcome packs, membership cards and other member related print.
- f. Uploading events to the Museum's box office system, making bookings, monitoring sales and creating sales reports.

## **Public Programme**

- a. Research speakers, academics and authors in line with the Museum's programming themes, and as directed by the Head of Public Programmes.
- b. Being the first point of contact for enquiries and bookings for the public and membership programme, maintaining a high standard of customer care.
- c. Maintaining accurate digital records concerning public programmes correspondence.
- d. To support the delivery of the Public Programme events, including Chelsea History Festival.
- e. Contribute to monthly reports detailing activities including reporting on KPIs, programmes, budgets, and other deliverables.
- f. Undertake administrative duties, including: administering delegated budgets, purchase orders and invoices; compiling reports and proposals; and collating statistics to report against KPIs.

## **2. Resource Management**

- a. Responsible for the motivation, management and training of designated Museum staff, contractors and volunteers, exercising a proper duty of care over them.

## **3. Internal Relationships**

- a. Working closely with the Public Programmes Producer and Public Programme Assistant to coordinate departmental administration and organisation.
- b. Liaising with the Communications team in supporting departmental marketing initiatives, and responsible for completing content forms and ensuring that information is communicated to relevant parties.

## **4. External Relationships**

- a. Representing the Museum externally, promoting the work of the National Army Museum and developing productive relationships with external stakeholders.

## **5. Health & Safety and Security**

- a. Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.

## **6. In addition, the post-holder is required to:-**

- a. Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
- b. Ensure that the Museum's Accounting and Financial procedures are strictly adhered to and embed a culture of control and financial discipline.

- c. Play a full part in the generation of income, and to avoid breaches of financial regularity and propriety, the misapplication of funds, or waste of resources. Effectively managing delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer. To promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Leadership Team.
  - d. Take due care to assess and manage risk, having regard to the NAM's Risk Management Policy; (*Risk Management at the NAM: Matrix of Risks*).
  - e. Carry out his/her duties in accordance with the NAM's Equal Opportunities Policy.
  - f. Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other NAM property or services are held, or carried on, as and when necessary. The post-holder will be required to work off-site including at the Museum's facilities at Stevenage. UK and some foreign travel may be required.
  - g. The post-holder will be based at the Museum in Chelsea.
  - h. The post-holder must co-operate fully with the Management of the NAM in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Leadership Team.
  - i. Chair Museum committees, teams and working parties, as delegated, represent the Museum on external committees as required.
  - j. Make presentations to the NAM Council (Trustees), the Director, Senior Leadership Team and members of staff.
7. The appointment is permanent and full-time (subject to a six-month probation period), working 37 hours per week, 5 days out of 7. Additional evening and weekend working may be required. The salary is £25,388pa (inclusive). The post-holder is required to give a minimum of three months' written notice in resigning.
  8. The appointment will be subject to a security clearance.
  9. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
  10. The National Army Museum is an equal opportunities employer.

Justin Maciejewski, Director  
National Army Museum

May 2022

Signature:- ..... Date:- .....