

# National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

**Post: Public Programmes Assistant**

**Post No: NAM 212**

**Reports to: Public Programmes Producer**

## **Job Role**

The Public Programmes Assistant will assist with the smooth-running of the Public Programme supporting the delivery of workshops, tours, talks, lectures, courses, and special events and assisting with their setup. The post-holder will also have a key role to play in the organisation of the Volunteer Tour Guides Programme.

## **Scope**

- Public Programme and Events
- Volunteering Tour Guide Programme

## **Job Description**

### **1. The post-holder will be responsible for:**

- a. Researching speakers, workshop leaders, performers and authors in line with the Museum's programming themes, and as directed by the Public Programmes Producer.
- b. Being the first point of contact for enquiries and bookings for the public programme, maintaining a high standard of customer care.
- c. Maintaining accurate digital records concerning public programmes correspondence.
- d. Uploading events to the Museum's box office system, making bookings, monitoring sales and creating sales reports.
- e. Organising the department's Volunteering Tour Guide Programme.
- f. Assisting with the delivery of the Family Learning Programme.
- g. Providing administrative support for Public Programmes by preparing statistics and reports, issuing contracts and relevant payment forms for Freelancers, Practitioners and Volunteers, and ensuring that budget information is kept up to date.

### **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 in support of departmental administration and organisation.
- b. Liaising with the Marketing and 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. Working closely with the Royal Hospital Chelsea to develop public programme opportunities for joint tour offers and the Chelsea History Festival

### **5. Health, Safety, Environment 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. To play a part in the generation of income as required and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources. Effectively manage 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; especially to promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Management 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 Outstation at Stevenage.
- 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 Management Team.
  - i. Carry out his/her duties in the best interests of the Museum and the trading company, National Army Museum Trading Ltd, at all times, both of which exist as part of the same group.
  - j. Assist on Museum committees, teams, working parties, and external committees as required, as delegated by the Head of Learning.
  - k. If the Museum's operational needs make it necessary, the post-holder may be assigned to other Museum Departments or Divisions.
7. The appointment is permanent, and full-time (subject to a six-month probation period), working 5/7 days per week. The post-holder will be required to work evenings and weekends and take an active role in event delivery. The salary is £25,000pa inclusive, plus benefits. The post-holder is required to give two months' 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

August 2019

Signature: .....

Date: .....