



Hartlebury Castle Preservation Trust Office Manager Job Description and Person Specification

Job Title – Office Manager

Reporting to – Hartlebury Castle Preservation Trust nominated Director

Salary – £11,887 per annum, part time, (16 hours over four days a week), fixed term position, HLF funded until June 2020, extension thereafter subject to overall site success and role sustainability.

Job Background

Hartlebury Castle Preservation Trust (HCPT) is a registered charity formed to preserve Hartlebury Castle (home to the Bishops of Worcester for more than a thousand years) for education, the use and enjoyment of everyone, and to preserve the 18th century Hurd Library within the Castle. In October 2014 the Trust was awarded £4.975m by the Heritage Lottery Fund. This support and grants from others enabled the Trust to purchase the Castle and Estate, undertake extensive restoration work and the site was opened to the public in the Spring of 2018.

Our aim is to make the wonderful stories of the Bishops and the Castle, as well as the Hurd Library, the Collections of the Museum and Castle and Gardens come alive and reach new audiences as part of our integrated visitor destination. We are working in partnership with Worcestershire Country Council (WCC) and Museums Worcestershire to achieve this. The visitor experience includes tours of the house and gardens, regular events and activities, a café and shop. The site is also to be developed further as a unique private functions venue.



Job Purpose

- To maximise the efficiency and ensure the smooth running of the office
- To provide administrative support and financial information for the Board of HCPT
- To administer office processes, including sales and purchase ledgers
- As required, to provide operational support to ensure that visitors and commercial hirers receive excellent customer service.

SCOPE OF ROLE

Office administration

- To develop and administer efficient processes to ensure that income and expenditure is properly accounted for, including the administration of purchase and sales invoices and appropriate ledger management
- To ensure that processes are recorded and that staff and volunteers who are involved in them have clear desk instructions and appropriate training.
- To purchase office supplies and other operational equipment and consumables, researching and negotiating for best value.
- To maintain records of employee and volunteer training, health & safety incidents etc.

Customer Service

- To handle incoming enquiries, by phone and email
- To manage the HCPT complaints process

Board support

- To provide regular reports to the Board, including collating management information on visitor numbers, commercial hires, shop and café turnover
- To act as secretary to the Board, working with the Chair to prepare agendas, and where possible, attend board meetings one evening per month to prepare minutes (by negotiation)

Operational support

- To provide assistance to the team (6 employees) as necessary

Direct reports/volunteer responsibility:

- To oversee volunteers carrying out administrative tasks as required



PERSON SPECIFICATION

Essential

- Proven experience as a financial administrator and officer co-ordinator
- Computer literate, competent use of Microsoft office 365
- Experience of raising and tracking sales invoices, placing orders and making best value purchases
- Excellent written and numeracy skills
- Excellent time management and prioritisation skills
- Strong organisational skills

Desirable

- Proven ability to set up simple but effective office processes
- Experience managing staff or volunteers
- Problem solving skills and the ability to suggest and implement improvements

ADDITIONAL INFORMATION

Hours of work:	This is a part time (four days per week) fixed term position, based at Hartlebury Castle. Working pattern can be discussed but some flexibility will be required to meet operational needs.
Access to site:	It is desirable although not essential for the postholder to have access to their own transport and a full driving licence.
Funding:	The post is funded by the Heritage Lottery Fund

Equality and Diversity

The Trust has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand comply with and promote its policies in their work.

Health and Safety

The post holder shall ensure that the duties of the post are undertaken with due regard to the Trust's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at Work Act 1974 and all other relevant subordinate legislation.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Trust will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Trust must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to, safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at the Trust. The postholder will be subject to Disclosure and Barring Service (DBS) clearance.

How to apply -

Please send a covering letter, highlighting your relevant experience, along with a full CV and details of two referees (they will not be contacted without your permission) to

chair@hartleburycastle.com

All applications will be treated in the strictest confidence. **Application closing date, Friday 31st May.** If you have any queries and questions about the job description or the Trust, please do let us know via this email address with contact details for us to get back to you.



LOTTERY FUNDED