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**Role Title:**

Learning Administrator & Bookings Officer

**Reports to:**

Lifelong Learning Manager

**Functions:**

As a member of the Lifelong Learning Team you will be responsible for the administration of educational visits to all the museums, liaising with teachers to make sure the visit meets their needs. You will coordinate visits, ensuring that there is adequate staffing.

**Duties:**

What will I be doing on a day-to-day basis?

* Be the main point of contact for all learning groups: communicating with teachers and school administrators on the telephone and by email to answer all booking enquiries within five working days.
* Record visits and bookings via the CRM system, diary and booking forms. Ensure that members of the learning team are aware of upcoming bookings.
* To record learning visit numbers on an Excel spreadsheet to meet reporting requirements and produce termly and annual reports for learning for the Lifelong Learning Manager.
* Be familiar with the content of all the learning sessions across the museums to be able to actively promote them to schools when a booking enquiry is made.
* Be a proactive member of the Lifelong Learning Team, attending meetings, and to assist with the delivery of learning sessions on an occasional basis when required.
* Liaise with casual staff to get their availability for work and allocate days accordingly.
* Provide lunch cover for Head Office reception desk.

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**General Duties:**

* To undertake any training that is provided to continue to deliver a high-quality customer service.
* To contribute to the health and safety and security of the museums, working in liaison with the Health and Safety Officer, Operations staff and line manager as required.
* To comply with the Museum Association’s Code of Ethics.
* To comply with the IGMT Safeguarding Policy.
* To adhere to the IGMT Equal Opportunities Policy.
* Any other duties commensurate with the role, including assisting with events and activities that may take place at weekends or in the evening.

**Staff Reporting Directly:**

None

**Budgets Held:**

None

**How to Apply:**

Please complete an IGMT application form, making sure you show how you can fulfil the duties listed above and how you match the person specification below.

**Renumeration/Days:**

5 days a week with occasional evening and weekend work (for which Time Off in Lieu will be given).

£20.000 PA, full time 36.5 hours a week.

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**Person Specification:**

Essential:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Application** | **One to One Interview** | **Practical Test / Presentation** |
| **Experience**  | Experience of managing a busy diary and dealing with a large volume of enquiries effectively. |  X |  X |  X |
|  | Ability to work independently and as part of a team. |  X |  X |  |
|  | Experience of delivering excellent customer service. |  X |  X |  |
| **Knowledge, Skills and Experience** | Good ICT skills, including the ability to use Excel spreadsheets and to use the data to create reports. |  X |  X |  |
|  | Dealing with customers on the telephone. |  X |  X |  |
| **Other**  | The ability to travel between IGMT sites independently  |  X |  X |  |

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Desirable:

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Application** | **One to one Interview** |
| **Experience** | Experience of working in a museum or heritage site |  X |  X |
|  | Understanding of the UK educational system, including the National Curriculum. |  X |  X |
|  | Experience of working with children and young people. |  X |  X |

Closing date: Thursday 30th November

Proposed Interview date: Monday 11th December

Amanda Phillipson

Lifelong Learning Manager

14th November 2023