

## Job Description and Person Specification

<b>Job title:</b>	Trust Administrator
<b>Location:</b>	Based at Charlton House
<b>Contract:</b>	Permanent Part time 2-3 days per week c£25,000 per annum (pro rata £10,000 for 14 hours per week to £15,000 for 21hours per week), subject to experience
<b>Reports to:</b>	Head of Finance
<b>Direct reports:</b>	None
<b>Criminal Records Check:</b>	Basic

### The Organisation

Royal Greenwich Heritage Trust (RGHT) formed in May 2014 to strengthen the management of important historic buildings and community assets in the Royal Borough of Greenwich. These include Charlton House, the Museum & archive collections of the Borough, Tudor Barn, Eltham, and various memorials across the Borough. Our purpose is to help people find out about and enjoy the history and heritage of the Royal Borough of Greenwich and surrounding area; to conserve the heritage assets in the Trust's care and ensure that these assets – buildings and landscape, collections and archives – and the history of the Royal Borough are shared with as many people as possible. Our regular activities include learning and participation – formal and informal history and heritage learning activities (in reach and outreach); visitor services – public access to our Museum and archive collections and to Charlton House & gardens, exhibitions and events; festival and weddings; care of heritage assets – working with partners to manage the assets in our care; and working with volunteers.

The Trust has a diverse range of stakeholders and audiences including but not limited to Trustees, Royal borough of Greenwich, local amenity groups, community groups, volunteers, families, adults and schools.

## Main Job Purpose

This is a key role, providing a high standard of Administrative support to the Leadership Team and Board of Trustees of Royal Greenwich Heritage Trust. As Trust Administrator you will support the CEO & Chair strategic delivery of the Trust's core charitable objectives.

You will support the Trust governance, ensuring papers are issued to Trustees in a timely fashion, minuting Board meetings, and ensuring all appropriate decisions are recorded. You will have a high standard of personal presentation, excellent communication and a solution focussed outlook.

You will provide administrative and diary support to the Leadership team of the Trust and provide necessary support in minuting meetings, typing documentation and dealing with general e-mail enquiries for as required.

You will take incoming calls to the Leadership Team during office hours and direct them accordingly, responding where you are able and within your remit to do so.

## Key Activities

1. Lead on appropriate administration of good charity governance procedures with the Board of Trustees
2. With the Chair & CEO preparing and circulating in a timely fashion all meeting and board papers
3. Supporting the Leadership Team: Facilities Manager; Visitor Services Manager; Head of Programming; Head of Finance; Business Development Executive in administration of the key operational areas of Royal Greenwich Heritage Trust
4. Co-ordinate diaries and meetings for the Leadership Team and Board of Trustees ensuring meeting venues are booked well in advance
5. Ensure accurate recording of board resolutions, secure filing of all decisions, and prompt circulation of minutes
6. Responding to enquiries from the public, via telephone or email and directing them to the Leadership team as appropriate
7. Producing agendas and minutes for Leadership Team meetings, project meetings, board meetings and other meetings as required
8. Organising meetings, team diaries, suitable locations, refreshments and technology at meetings as required
9. Ensuring archival filing of all records necessary as a record of the Trust's development, and for reporting to funders, key stakeholders and board members
10. Filing annual returns with the Charity Commission
11. Undertaking mailshots and other publicity as instructed by the Leadership Team

12. Implementing new administrative procedures as necessary to ensure the efficient running of Royal Greenwich Heritage Trust
13. Updating, and engaging with the public on social media platforms including regular updates to the Trust website
14. Other general administrative duties, e.g. circulating post, answering the phone

## General

1. To work as part of a team and contribute to the overall aims and objectives of the organisation
2. To be an advocate for the organisation
3. Attend training as agreed with your line manager
4. All staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required
5. All staff are required to operate in accordance with RGHT's values, policies and procedures, including but not limited to, Health and Safety, General Data Protection Regulations and Child Protection

*This is a description of the job as it is presently constituted. It is the practice of RGHT to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect the organisation's needs. This will be conducted in consultation with you. It is the RGHT's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.*

**Dated: August 2019**

## Person Specification

Criteria	Essential or Desirable
Significant administration experience (at an executive level is desirable)	Essential
Ability to communicate confidently with executive and trustees to ensure deadlines are met	Essential
Experience of working within the Heritage or charity sector	Desirable
Experience of reception or front of house work	Desirable
Awareness of charity/not for profit governance structures and process	Essential
Excellent communication skills: clear, effective and authoritative in spoken communication, high standard of written English, able to write clearly, logically, concisely, appropriate for the particular audience	Essential
Ability to act with discretion and maintain high levels of confidentiality	Essential
Good standard of numeracy, relevant to the role	Essential
Ability to prioritise own workload to meet deadlines and to think innovatively to solve problems	Essential
Demonstrable computer literacy with advanced knowledge of MS Word, Excel, Powerpoint, Outlook and social media platforms	Essential
Demonstrable ability to take meeting notes and minutes	Essential
Ability to work successfully as part of a team and on own initiative	Essential
Willingness and ability to operate in accordance with the values and policies of RGHT	Essential
Willingness and ability to occasionally work outside normal Charlton House hours (e.g. for evening meetings)	Essential