

## JOB DESCRIPTION



Job Title: Office Manager to the Sculpture, Metalwork, Ceramics and Glass Department.

Division: Research and Collections.

Department/Section: Sculpture, Metalwork, Ceramics and Glass (SMCG).

Reporting to: Senior Curator.

### Purpose of job

To provide efficient and effective administrative support to the Sculpture, Metalwork, Ceramics and Glass Department, working in close collaboration with the PA to the Keeper of SMCG. The post holder is required to have initiative, flexibility and a meticulous approach to deal with a demanding and varied workload. The Sculpture, Metalwork, Ceramics & Glass Department holds the national collections in their respective fields and has responsibility for the care, access, cataloguing, recording and dissemination of information about these collections.

### Main tasks

1. Manage filing systems (paper and electronic) for the Sections, including those for V&A Local Files, in compliance with the V&A archives retention schedule. Assist with filing of archival information including subject and object files recording movement of Registered Files.
2. Act as Office Manager for all the Sections, dividing time as necessary between the departmental offices. Generally ensure that office procedure runs smoothly at all times. Liaise with Projects and Estates to maintain the materials and fabric of the offices and an orderly and efficient working environment.
3. Maintain and update Departmental contact databases and Christmas Card/email mailing list.
4. As required and as appropriate, to act as a first point of contact for enquiries by post, email or telephone from the public and museum professionals, referring and disseminating requests to the appropriate curator, and managing these records as appropriate.
5. Assist with 'Opinions' afternoons and with visitors to the Sections generally. Supervise researchers examining objects and/or archival material in the general office as appropriate. Be available to support SMCG Curators as necessary.

6. Maintain study room and meeting room diaries, and co-manage, with Asia, V&A's Ceramics Study Room appointments to view objects from the Study Galleries.
7. Assist in the management of the Section libraries. Maintain subscriptions, index and shelve new books and articles, as required.
8. Maintain and order stationery and office equipment including photocopiers, cameras and laptops/iPads.
9. Support PA to the Keeper in her role as Lead User for IT and help maintain the Department Intranet page.
10. Raise and process purchase orders/invoice requisitions, liaise with Finance to ensure prompt payment of invoices and manage other financial responsibilities appropriate to this role, in consultation with your manager and the PA.
11. Be committed to health and safety and ensure familiarity with all of the Museum's health and safety policies and procedures.
12. Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on museum premises.
13. Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity.
14. Carry out ad hoc duties as requested by appropriate managers within your department.

## **PERSON SPECIFICATION**

### **Essential requirements**

1. Substantive previous experience of office administration, preferably in an arts organisation, for a minimum of 2 years.
2. A relevant degree (or equivalent) - Arts Administration, Art or Design History, Museum Studies or similar.

3. An excellent command of the English language and grammar.
4. A keen interest in the V&A and its collections, especially Sculpture, Metalwork, Ceramics & Glass.
5. Ability to work calmly under pressure and on a number of tasks simultaneously, while bringing a commitment to teamwork and supportive collaboration to the role.
6. Good telephone manner and good interpersonal communication skills; ability to deal politely and confidently with public and staff at all levels.
7. Ability to deal with confidential matters discreetly and reliably.
8. Excellent IT skills with experience of Microsoft Word, Excel, Powerpoint, and database systems.
9. Ability to show initiative and to determine priorities; flexibility to deal with a wide range of tasks.
10. Excellent organisational skills, with previous experience of maintaining filing systems.

#### **Desirable requirements**

1. A demonstrable interest in developing a career in administration in museums or cultural organisations.
2. Knowledge of art historical terms.
3. Working knowledge of a European language.

#### **OTHER INFORMATION**

##### **Hours/Salary:**

Net working hours (i.e. excluding meal breaks) are 36 per week.

The salary for this role will be £23,000. Salaries are reviewed on an annual basis.

##### **Annual leave:**

28 days plus 8 days public holidays.

**Pension benefits:**

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

**Other benefits:**

Non-contributory life assurance policy (to value of 4 x annual salary).

An interest free season ticket or bicycle loan is available after three months.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant.

Discounts on purchases in V&A shops.

Childcare Voucher Scheme.

**Application process:**

Please apply online via the V&A's website at [www.vam.ac.uk/jobs](http://www.vam.ac.uk/jobs).

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact **Vacancy Filler** directly on **01509 236434**, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – [contacthr@vam.ac.uk](mailto:contacthr@vam.ac.uk) or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

**Closing date for receipt of applications is Monday 12<sup>th</sup> March 2018.**

**Interviews to be held on Wednesday 4<sup>th</sup> April 2018.**

**Interview expenses will not be paid unless there is a prior agreement.**