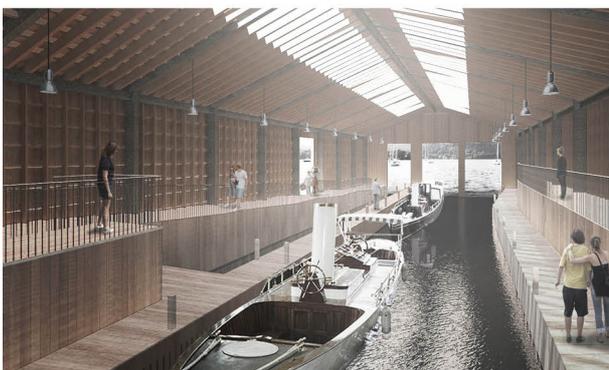


WINDERMERE JETTY

Museum of
Boats, Steam and Stories



BUSINESS SUPPORT OFFICER – WINDERMERE JETTY Museum of Boats, Steam and Stories Recruitment Information

Closing Date: 14 January 2019

Interview Dates: w/c 21 January 2019

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www.windermerejetty.org

www.lakelandarts.org.uk

INTRODUCING LAKELAND ARTS

Windermere Jetty Museum of Boats, Steam and Stories

We're delighted that you're interested in joining the dedicated team at Lakeland Arts as Business Support Officer at Windermere Jetty Museum of Boats Steam and Stories (Windermere Jetty).

Lakeland Arts is one of the most remarkable arts and heritage organisations in the North and has an exceptional portfolio of attractions in an area of outstanding natural beauty – and England's newest UNESCO World Heritage Site celebrating our incredible Cultural Landscape.

At a time when we're to grow significantly by opening Windermere Jetty as a world-class visitor attraction, it's really important we recruit people with a passion and enthusiasm for what we do and what we want to achieve.

At Lakeland Arts, we come from all walks of life, backgrounds and interests, but we have one thing in common – connecting people with outstanding art and heritage in our breathtaking world-class cultural landscape.

So, to Windermere Jetty Museum of Boats, Steam and Stories. We'll open our doors to the visitors in Spring 2019 following a major capital investment and we're really very excited! This will be the most significant new heritage visitor attraction in the North.

The Museum is in the final stage of construction on an incredible lakeside site on Lake Windermere close to the centre of Bowness. It will offer a range of activities for visitors including displays telling the history and stories of the boats and the people who built and used them, a publicly viewable conservation workshop where boats will be conserved and restored, a beautiful boathouse

with boats on the water and high-quality visitor facilities including a café with the best views of lake and fells. Don't just take our word for it, you need to come and see it for yourself.

So, what is it like working for Lakeland Arts?

You'll work in some of the most beautiful buildings, venues and locations in Cumbria and you can expect to feel a real sense of pride in the job you do, every single day.

We want to enable you to learn, discover and develop your career here at Lakeland Arts. We'll do everything we can to support you and your development so that you can achieve your goals.

We're really proud of where we are and who we are, and our continued success depends on the contribution and expertise of every individual we employ.

If you work for us, you can expect a fair salary together with a benefits package befitting an arts trust, which we are currently finalising to ensure we are an employer of choice in the region.

We welcome your application and wish you every success with it.



Gordon Watson
Chief Executive, Lakeland Arts

JOB DESCRIPTION

Job Title:	Business Support Officer
Salary:	£17,000 - £19,000 depending on experience
Location:	Windermere Jetty, Museum of Boats, Steam and Stories with occasional cover at other Lakeland Arts sites
Reporting to:	Manager, Windermere Jetty
Line Management:	Not applicable to this role

Purpose and key objectives

As a Business Support Officer at Windermere Jetty you'll be responsible for supporting the Manager and the wider Management Team of Windermere Jetty with all aspects of daily business and commercial operations.

Key responsibilities

Administration and systems:

- Providing high quality business administration support including, but not limited to, maintaining records, handling correspondence and feedback, managing supplier invoices and payments, raising purchase orders and maintaining accurate financial records, ordering and maintaining uniform stock and office supplies, issuing agendas and compilation of minutes and distributing / collating paperwork, maintaining and updating parking exclusion list and the issuing of permits, and managing filing systems
- Assisting with inducting and training new staff members on all systems including setting up new starters, creating profiles, issuing access cards and login details.
- Prepare accurate weekly and monthly management reports

Group bookings, Learning Activities and Events:

- Responsibility for the conversion and coordination of all booking enquiries, including liaising with all departments, including external partners for combination bookings, regarding elements of the visit and ensure everyone involved is fully briefed
- Preparing group packs, gift bags and any other such items required for group visits
- Issuing contracts and invoices as per our terms and conditions and working with the Finance team monitor payments and debtors
- Updating the bookings calendar and issuing invoices and supporting the Deputy Manager with event administration and delivery
- Assisting in proactively promoting the groups and travel trade offer by attending exhibitions and networking events

Marketing

- Using our Customer Relationship Management system, manage newsletter subscriptions, opt-outs and bounce backs and direct mail initiatives

- Editing and / or drafting articles for the enews as required and upload articles to website using the Content Management System, adding the necessary links
- Keeping the marketing database up-to-date, importing new data, updating records and performing the necessary cross checks
- Keeping different forms of communications and engagement media up-to-date including the website, social media, newsletters and other communication methods.
- Using in-house branded templates produce posters and branded print / what's on info
- Regularly checking and responding to online feedback and collate feedback reports

General Accountabilities

All roles will have responsibilities relating to the opening and closing procedures of each area and for the health and safety procedures for each area.

This job description outlines the principal responsibilities and duties of the post holder - it's not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

Additional Information

The post-holder may occasionally be required to support the delivery of events at weekends and evenings.

Health and Safety

The post holder is required to carry out the duties in accordance with Lakeland Arts Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Experience	
<ul style="list-style-type: none"> • 2 years working in a comparable business support/administration role. • Experience in a sales role or similar environment 	<ul style="list-style-type: none"> • Experience gained working in a similar role for an arts and heritage organization or gained in a hotel or visitor attraction working with the travel trade and private event or education bookers.
Knowledge	
<ul style="list-style-type: none"> • Familiarity using in-house finance, HR and event booking systems 	<ul style="list-style-type: none"> • Knowledge of travel trade, conference or education markets • Interest in Steamboats, and/or local history
Skills	
<ul style="list-style-type: none"> • Highly organized • Multi-tasker and able to prioritise and self-manage work load • Strong IT skills including using excel and creating spreadsheets and using social media • 	<p>Strong grasp of grammar in written communication</p>
Qualities	
<ul style="list-style-type: none"> • Customer facing, and visitor focused • Team player 	
Qualifications	
<ul style="list-style-type: none"> • Maths and English GCSE or equivalent 	<ul style="list-style-type: none"> • IT qualifications or recognized/demonstrable in-house training • Trained in managing workload and working under pressure • Administration or business support qualification

HOW TO APPLY AND THE SELECTION PROCESS

Please complete an application form, which is available to download from the Lakeland Arts website www.lakelandarts.org.uk/jobs in Word and PDF formats. You may attach a letter but please don't send photographs. Sorry, but we don't accept CVs.

In completing your application, please tell us how you meet the essential qualification, experience, skills and qualities outlined in the Person Specification. We'll assess how you meet these criteria through the application form and assessment tasks. When completing your application please ensure you indicate your availability for work, in terms of both days and hours.

We'll let you know what to expect from the assessment day if you're shortlisted to come along.

Deadline for receipt of applications

This vacancy closes 9am on Monday 14 January 2019. We won't be able to assess any forms received after this time.

Your completed application form should be returned by one of the following methods:

By email: Please email jobs@lakelandarts.org.uk

Our email servers aren't able to accept emails larger than 10MB.

By post: HR, Lakeland Arts, Blackwell, The Arts & Crafts House, Bowness-on-Windermere LA23 3JT

Acknowledgement of receipt

All applications will be acknowledged when we receive them.

Interviews

Interviews will be held w/c 21 January 2019.

If you would like to have an informal discussion about this job role, please don't hesitate to contact Helen Tappenden, HR Manager, on 015398 88055.