**NATIONAL FOOTBALL MUSEUM  
JOB DESCRIPTION**

**DEPARTMENT:** Visitor Experience

**JOB TITLE:**  **Administrative Assistant Volunteer (Volunteer Programme)**

**REPORTS TO:** Volunteer Programme Administrator

**JOB PURPOSE**

To provide regular administrative support to the Volunteer Programme Administrator and the Visitor Experience Manager.

**MAIN AREAS OF RESPONSIBILITY**

* Administrative duties as directed by the Volunteer Programme Administrator including logging volunteer hours, updating the volunteer database, working the volunteer email account and filing paperwork.
* Helping with other tasks on the Volunteering team as required.

**Time CoMmitment**

* One shift on one day per week, on an ongoing basis. Ideally between 10.30am to 3.30pm or

**Skills/Characteristics Required**

• Organised

• Confidential

• Detailed and thorough

• Excellent written and communication skills

• Ability to work as part of a team

• Office 365 proficient (Ability to use Microsoft Access desirable but not essential).

**Training and Support**

Training will be given on all tasks by the Volunteer Programme Administrator.

**Benefits to Volunteering**

• Develop skills and experience to enhance your CV

• Become part of a friendly team of like-minded people.

**Health & Safety/Security**

* Ensure that you are aware of all museum policies and procedures.
* Ensure that you comply with all statutory requirements including the HASAW Act 1974.
* Ensure that you comply fully with museum security and audit policies and procedures.
* Consistently comply with the Museum policies, procedures and processes.

*The successful candidate must display a Passion for: -*

1. *Visitor Experience*
2. *Service*
3. *Development & Growth (Continuous Improvement)*
4. *Motivating, involving, helping & influencing others to achieve their goals (Teamwork)*
5. *Maintaining professional integrity at all times*

*Displaying the following behaviours: -*

1. *Enthusiastic - Inspires others through infecting them with his/her passion*
2. *Expert – Offers regular coaching to help team members grow and develop*
3. *Empathic – Demonstrates a personal interest in team’s concerns* and aspirations
4. *Make a difference – to the business, colleagues & visitors*
5. *Considerate & respectful – of colleagues and visitors wants, needs & beliefs*
6. *Supportive – to provide the necessary support for the individual to be comfortable in the museum and achieve their goals*

*The following would be advantageous: -*

* *Previous experience in an administrative role*
* *Football knowledge*

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