Job description:
Assistant Conservation Officer (Casework)

Purpose of the post
War Memorials Trust works for the protection and conservation of war memorials within the UK. The Conservation Team is responsible for delivering the Trust’s Conservation Programme including administering grant schemes, providing advice and promoting the importance of best practice in war memorial conservation, maintenance and preservation. The Team is office based with outreach work through site visits, meetings, talks and presentations dependent on available resources and the requirements of each role. The Assistant Conservation Officer (Casework) is based in London working alongside the Conservation Officers, in London and remote sites, to deliver the Conservation Programme.

To succeed as an Assistant Conservation Officer, you will need to have proven yourself as a team player and strong administrator with excellent customer service skills. You will recognise the importance of working with colleagues and enjoy the challenge of managing a diverse workload.

Principle accountabilities
Conservation Administration
- Responsible for the delivery of WMT’s conservation casework including
  - providing advice on specific technical conservation, repair and maintenance questions in consultation with other members of staff when appropriate
  - acting as first point of contact for WMT’s conservation work (letter, telephone and email);
  - answering general enquiries and maintaining a record of these
  - responding to consultations e.g. planning applications, on behalf of WMT
  - recording and acknowledging incoming casework related correspondence and calls;
- Responsible for ensuring WMT maintains records of war memorials at risk and acts proactively in encouraging their conservation and repair including through liaising with custodians or the local community
- Responsible for dealing with media alerts; responding or sharing as appropriate
- Responsible for managing casework reviews and ensuring casework is followed up
- Responsible for maintaining high quality database and website information
- Contribute to providing administrative support such as minute-taking, copying, scanning, making meeting or travel arrangements etc.

ICT
- Contribute to development of databases
- Contribute to development and management of websites

Public relations
- Contribute to PR work and the development of this field of activity
- Responsible for representing the Trust when required

Other
- Contribute to the campaigning work of War Memorials Trust, to raise awareness of the significance of war memorials, the threats to them and problems/issues involved in their care and stewardship
- Attend meetings, give talks and attend other events as required
- Work with colleagues in relation to War Memorials Trust’s Office Volunteers and Regional Volunteers
- Deputise in the absence of other staff
- Any other reasonable tasks as requested by and agreed with the Director