

# WMT Administrator Job Description



## Charity Team / Support

1. Responsible for acting as first point of contact providing support to members, supporters and donors
2. Responsible for managing administrative activities, financial record-keeping and the production of monthly financial reports as well as other relevant administrative tasks
3. Responsible for office management including post, mailings and stationary ordering
4. Responsible for providing administrative support to colleagues such as taking minutes, scanning, filing, making meeting arrangements etc.
5. Contribute to arranging any events held by the charity

## Conservation Team: Public Engagement and Grants

1. Responsible for acting as first point of contact for the charity and referring technical, conservation and grant enquiries to the Technical Advice team
2. Responsible for providing administrative support for applicants, colleagues, contributors, enquirers and volunteers
3. Contribute to ensuring WMT responds to, or has material available online to provide information about, general enquiries which can cover history/creation, basic maintenance, names/inscriptions and other non-technical questions
4. Contribute to developing and delivering events to engage the public with war memorials which may include workshops, training or talks
5. Contribute to sustaining the resources available to engage young people with war memorials through the Learning Programme website

## Other

1. Contribute to outreach work through site visits and attendance at meetings
2. Contribute to liaison with partner organisations/funders and development of effective working relationships with other bodies in the heritage/conservation, ex-service and other relevant sectors
3. Contribute to the preparation and presentation of reports/papers for, or discussion about the work of the charity with, Trustees, Patrons, President or donors
4. Contribute to the writing and production of publications such as the Bulletin, helpsheets or newsletters as well as the Trust's websites
5. Contribute to case/project PR work and engage with the media
6. Contribute to the development and management of WMT databases
7. Contribute to the development and management of WMT's websites including War Memorials Online as well as social media
8. Responsible for supporting all aspects of WMT's work, deputising in the absence of other staff and any other reasonable tasks as agreed with the Director

# WMT Administrator Person specification



War Memorials Trust

## Qualifications and experience

### Required

1. Educated to degree level in relevant discipline or with equivalent experience
2. Experience of administrative or office work
3. Experience of working in a team
4. Experience of working with the public in a customer service role

### Desirable

5. Experience of working with volunteers or volunteering
6. Experience of handling financial donations/payments and appropriate record-keeping systems
7. Experience of remote working or working alongside remote workers
8. Experience of working with websites and writing for the web
9. Experience of public speaking and/or dealing with the media
10. Experience of writing and editing for publication and diverse audiences
11. Full Driving Licence (some travelling may be required)

## Knowledge

### Required

1. IT and computer skills (particularly MS Office: Word, Excel and Access)

### Desirable

2. IT and computer skills: knowledge of Publisher and Photoshop software
3. Knowledge of the grant-giving and volunteering sector
4. Knowledge of, and support for, War Memorials Trust's philosophy and aims

## Behavioural competencies

### Required

1. Proven good standard of literacy and numeracy
2. Excellent verbal and written communication skills
3. Excellent customer service and interpersonal skills
4. Committed team worker
5. Self-motivated, flexible approach to work with the ability to work independently and use initiative to deal with challenges
6. Strong organisational skills with the ability to prioritise and manage a diverse workload
7. Excellent problem-solving skills
8. Pride in overall presentation

## WMT Administrator



Post: Administrator

Reporting to: Director

Working with: Conservation Officers  
Public Engagement Officer  
Accounts Manager

## Terms of Employment

Salary: £25,000

Status: Full-time  
Initial 1-year contract with potential to become permanent.

Pension: 10% Employer contribution

Holiday: 20 days annual leave in addition to public holidays  
(rising to 25 after one year's service)

Working Hours: Monday – Friday; 35 hour week  
Occasional evening and weekend work required (time in lieu given)

Location: Hybrid / Office

The postholder will need to attend the office near Farringdon Station in London at least two days a week

Initial training will be more office based then a hybrid working arrangement can be agreed so some home/flexible working is possible

Occasional travel is required around the UK

## War Memorials Trust organisational structure

<b>Director</b> Oversight of Trust and delivery of objectives		
<b>Technical Advice</b> Provision of conservation, technical and planning advice as well as management of grant schemes	<b>Public Engagement</b> Provision of guidance for general enquiries, grant administration, support for volunteers / applicants / colleagues as well as delivery of public events and materials	<b>Charity Team / Support</b> Provision of support for the day-to-day running of the charity and activities to raise funds to enable delivery of objectives
2 full-time equivalent Conservation Officers	0.5 Public Engagement Officer 0.5 Administrator	Director 0.5 Administrator