

Administrator at Two Temple Place

Job Description

Two Temple Place is looking for an energetic, focused and highly efficient **Administrator** to support a year-round cultural and community programme and its surrounding events, projects and activities.

Administrator

Reporting to: Head of Exhibitions

Works closely with: Programme Co-ordinator

Based at: Two Temple Place, London WC2R 3BD

Contract: Fixed term for 18 months, full-time, with the possibility of extension beyond the year. Holiday entitlement is 20 days, excluding Bank Holidays. We operate a contributory Pension Scheme.

Salary: £24,000 - £26,000 (depending on experience)

Two Temple Place

Two Temple Place is a dazzling architectural gem in central London, built in 1895 by William Waldorf Astor, then the world's richest man and part of a complex historic dynasty. Astor spared no expense in employing the greatest craftsmen of the day, and Two Temple Place is a joyful architectural fantasia.

We are owned by registered charity The Bulldog Trust, and in 2011 opened our first annual free exhibition at Two Temple Place; since then, our exhibitions have attracted 400,000 visitors. As part of our charitable activities, we run a growing programme of cultural and community events and projects designed to open our doors more often, to more people. To generate the funds for this, we make our beautiful and utterly unique building available for commercial hire.

The Role

We are seeking an organised, focused and dynamic Administrator to support the practicalities of all our heritage cultural and community activities, providing efficient administration for exhibitions and events to enable our free public opening.

This role has three key areas of responsibility:

- Administration of exhibitions, events and tours for public opening;
- Administration of press & listings contact lists, scheduling communications, ensuring rigorous GDPR practice, and supporting the Salesforce CRM system as required;
- Management of the website, including liaising with the web designers and supporting creative content and promotion.

Training will be provided. As part of a small team, the Administrator will be involved in all aspects of the building's life and operations. The role includes occasional evening and weekend work.

Two Temple Place is wholly owned by the Bulldog Trust, Registered Charity No 1123081

Main Responsibilities

Administration: Exhibitions & Events

- Practical and responsive support for the Head of Exhibitions during exhibitions and public opening, running errands and assisting with logistics such as filing contracts, ordering materials, creating object room lists, printing off schedules, arranging parking, booking transportation, technicians and external contractors.
- Coordinate stakeholder and partner meetings, scheduling, collating papers and note-taking.
- Maintain photo and press image archives and licensing data and maintain database of contacts and partners.
- Maintain exhibition object information list for display, transport and insurance purposes and administrate and file paperwork.
- Monitor, record and report environmental conditions of the galleries throughout the exhibition period, setting up humidifiers and temperature controls and reporting pest management.
- Assist with the management of the volunteer team, supporting volunteers during shifts and delivering outstanding and friendly visitor service, in person, by phone and email.
- Assist with day-to-day running of front of house during public opening, occasionally covering shop sales, accurately cashing up, covering absences.
- Support the events programme e.g. checking schedules, confirming speakers or tour guides.
- Support the team as required with data collection, funding applications and reports, desk research and Equal Opportunities monitoring.
- Respond to enquiries by email, telephone and post.

Website, IT & Communications

- Work closely with the Programme Co-ordinator to upload events onto Eventbrite and our website, and ensuring public opening is promoted through imaginative marketing and listings platforms.
- Develop a database of press and listing contacts and routes, and scheduling regular communications.
- Monitor and update website, including monitoring and reporting Google analytics, updating pages, managing content and generating ideas for topical campaigns.
- During the website refresh process, liaise with the chosen web designers to support the transition, including administration for processes around online merchandise and ticketing functions to ensure robust testing, clear communications and a smooth transition.
- Manage GDPR data and updates, and provide support with the Salesforce CRM system, running reports and cleaning data as required.

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Person Specification

- A keen interest in museums, galleries and historic buildings.
- Strong problem-solving and organisational skills, with a forensic eye for detail and accuracy.
- Proven experience managing and prioritising workloads to meet deadlines.
- Strong IT skills and numeracy, with experience of using Microsoft Office, websites and databases.
- Willingness to work flexible hours, including evenings and weekends as occasionally required.
- An interest in the charitable objectives of Two Temple Place and a commitment to equality of opportunity.

How to apply

Two Temple Place welcomes applications from the widest possible range of people and is keen to encourage interest from candidates from communities who are currently under-represented in the industry. As a historic building, there is a short flight of stone steps leading up to the entrance, with wheelchair access gained via a stair climber (Baronmead Stairmate Major).

Please apply via our website by 10am on Friday 23rd September, uploading a covering letter of no more than two sides of A4, a CV and filling in our Equal Opportunities form.

First interviews will be held in person on Thursday 29th September.

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