



**JEWISH
MUSEUM
LONDON**

TEAM COORDINATOR

Application Pack

Team Coordinator

APPLICATION PACK

HOURS:	Full Time: 39 hours/ week Fixed Term contract 12 months with scope to renew. Six-month probationary period.
SALARY:	£30,000 per annum (full time equivalent)
LOCATION:	353-359 Finchley Rd, London NW3 6ET Whilst some work from home may be possible this role is predominately based at the office and will involve travel within London for meetings.
REPORTING TO:	CEO
KEY RELATIONSHIPS:	Head of Operations and Projects Finance Director Head of Learning Head of Collections Engagement
ANNUAL LEAVE:	20 days, rising by 3 days after 2 years and then an additional 1 day per year to a maximum of 30 days (This is the full time allocation; part time is worked out pro rata). Plus, statutory days.
OTHER LEAVE:	Noted Jewish holidays when they fall on contracted working days. TOIL policy in place

This application pack contains the following information:

Table of Contents

1. Job Description	3
2. Main Duties & Responsibilities	4
3. About the Museum	6
Support you will have in place	6
Being Part of the Wider Team	6
Further Information About the Museum	6
4. Person specification	7
5. How to Apply	8
To apply:	8
Interview Information:	8
6. Equal Opportunities Policy	9
7. Jewish Museum Equal Opportunities Monitoring Form	11

1. Job Description

The Jewish Museum London has undergone substantial positive change over the past year, moving out of our Camden site and moving to a 'Museum without Walls' model. With new leadership installed at both lay and staff levels and a consultation process about to begin for the development of a five and fifteen-year strategy the Museum is looking for a new member of the team to assist our new CEO, Sally Angel, as she works to deliver a new vision for the Museum.

Our museum is made up of passionate and expert staff and a collection of over 40,000 objects which are both accredited and designated with Outstanding status by Arts Council England. Our learning programmes hold multiple awards, and our visitor feedback is consistently very high, however, we have much bigger ambitions than our current success. The Museum is looking to expand, in space, in profile and in audience reach. We are looking for someone passionate about our potential to assist the CEO and the wider team as we move forward to the next phase of the Jewish Museum London.

Reporting to the CEO, the appointed candidate will have the organisational and administrative skills to ensure the CEO and SLT can efficiently run the Museum as well as provide general administrative support to the office.

2. Main Duties & Responsibilities

You will provide dedicated support to the Chief Executive, ensuring the best use of time and resources.

Management of the CEO's diary along with organizing key meetings on behalf of the Senior Leadership Team (this will include Finance, Ops, Collections and Learning) will be a key part of the role. Excellent communication skills are required as this role will involve liaising with a wide range of internal and external stakeholders. You will assist with social media and general comms as the Museum's digital presence continues to develop.

From time to time, you may be asked to provide research and presentations for meetings. In consultation with the Chief Executive and Head of Operations, you will be responsible for the smooth running of the day-to-day logistics of all CEO activities.

CEO/ SLT support

- Managing the Chief Executive's Outlook diary, scheduling meetings, visits and business trips to ensure a smooth-running itinerary, including cost effective hotel and travel arrangements.
- Arranging the Chief Executive's filing systems (hard copy and electronic).
- To respond professionally to incoming calls, dealing with as many as possible directly to free up the Chief Executive's time, whilst presenting a positive image to callers and providing back-up for the main Museum telephone switchboard.
- To welcome visitors to the office, ensuring their needs are catered for, including arranging refreshments when required.
- Managing the Chief Executive's correspondence and paperwork (paper and electronic), including drafting and preparing outgoing communications.
- Co-ordinating and managing specific CEO projects as required.
- Process expenses claims and credit card reconciliations.
- Scheduling and servicing meetings, including staff/team meetings, and drafting, preparing and collating briefings, papers and reports, for Senior Management Team (SMT) and Trustee meetings.
- Liaising with a wide range of internal and external stakeholders and contacts, including high level contacts such as the Museum's Board of Trustees, donors and Government departments.
- Assisting in the organization of a range of VIP internal events and meetings, including exhibition launch events and private views, in liaison with relevant departments.
- Some out-of-hours work, including attending meetings and museum events, as required.
- Ensuring the Museum's CRM database is updated on behalf of the CEO.

Office Administration

- Managing the Museum's calendar of activity and coordination of internal office communications to ensure that all staff are kept informed of key aspects of the Museum's plans and activities.
- Coordinate room bookings for both internal and external meetings.
- Help to ensure good communication throughout the organization.
- Attend and minute meetings as required, circulating minutes/ action points and ensuring follow up actions are taken.
- Ad hoc duties e.g. filing, typing reports and letters from manual copy.
- Help coordinate mailings and collate content as required.
- Provide general administration of the museum, including answering the phone.
- Office management includes ordering stationery and sundry supplies and dealing efficiently with incoming and outgoing mail.
- Maintain the membership database and manage membership communications.
- Create and schedule some social media content and support general marketing as required.
- Act as a central point of reference both internally and externally.
- Supporting the Head of Operations setting up new starters and liaising with internal stakeholders.
- Responsible for overseeing membership, admin and marketing inboxes as required.
- Collating content for monthly newsletters and external communications.

This Job Description is subject to alteration in response to changes in legislation or the Jewish Museum London's operational procedures.

3. About the Museum

Support you will have in place

- 1:1 meetings with the CEO
- Regular meetings with Head of Operations
- General support from the executive team
- Training in all Museum systems
- Monthly CPD sessions
- Training in Museum policies and practices

Being Part of the Wider Team

The Jewish Museum London is a small, friendly, collaborative organization, and we work inter-departmentally. In this role you will be working both with colleagues and Board members and you will occasionally represent the Museum during external meetings.

Further Information About the Museum

- Website
 - <https://jewishmuseum.org.uk/>
- Museum Impact Reports
 - <https://jewishmuseum.org.uk/about-us/reports/>
- Annual Accounts
 - <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/1009819>
- Recent Press Releases
 - <https://jewishmuseum.org.uk/about-us/press-and-media/>
- Trustees
 - <https://jewishmuseum.org.uk/about-us/trustees/>

4. Person specification

The below experience, knowledge and skills have been identified as key to this post. We recognise that applicants may not possess every item on this specification. Please note that we are instead looking for applicants with the broadest range of experience across the specifications.

Essential

- Excellent written and verbal communication skills, including formal written communication skills.
- Ability to manage a range of tasks simultaneously and prioritize work effectively.
- A team player with a 'can do' attitude who is flexible, adaptable and solution driven.
- Demonstrable knowledge of and/or interest in the themes in which the Jewish Museum specializes.
- Excellent IT skills to be used across our systems.
- Ability to work collaboratively and a team player.
- Excellent organizational and administrative skills, including ability to work to tight deadlines, accurately interpret what is of most importance to the CEO and prioritise accordingly to efficiently complete tasks.
- Demonstrable inter-personal skills with people at all levels.
- Able to work independently but also contribute positively within a team framework.
- Able to work calmly and methodically under pressure and prioritize tasks.
- High level of professionalism, including ability to exercise tact and discretion dealing with sensitive information and maintaining confidentiality at all times.
- Highly organized, resourceful and reliable with ability to prioritise a substantial and mixed workload accordingly to efficiently complete tasks.
- Experience with using Canva and content creation on social media platforms such as Instagram, X and TikTok.

Desirable

- Experience in using CRM and booking systems.
- Experience of booking travel, accommodation & other logistics.
- A desire to learn more about Museums in digital space.
- Project management skills/ a desire to develop project management skills.
- Good problem-solving skills and uses initiative to think ahead to spot potential issues before time.

5. How to Apply

To apply:

- Deadline is **9am 27th September 2024**.
- Please send your CV and a covering letter explaining your interest in the post and relevant experience
- **Fill in the [online application form](#)**
- **Fill in the Equal Opportunities form <https://forms.gle/3EitWFJNJGNRxeNXA>**
- The candidates who appear from their application to best meet the person specification above will be invited to interview. It is thus essential that your cover letter speaks to these criteria.
- Please also complete the equal opportunities monitoring form. The link to the online form is on the final page of this pack.

Interview Information:

First round interviews are scheduled to be held in early October.

- We will always look to accommodate those who can't make the scheduled date where possible.
- Please also indicate, at the time of application, if there are any restrictions on you taking up employment in the UK and, if so, provide details.
- Interviews will be held by Sally Angel; CEO, and Helen Atkinson; Head of Operations and Projects
- Interviews will be held in person. The Museum is open to virtual interviews if you cannot attend in person.

6. Equal Opportunities Policy

1. Statement of Policy

The Jewish Museum endeavours to be an equal opportunity employer and has a policy for this purpose.

The aim of the policy is to ensure that no job applicant or employee receives less than favourable treatment on the grounds of sex, race, colour, nationality, ethnic or national origins, age, marital status, sexual orientation or disability or is disadvantaged by conditions or requirements which cannot be seen to be justifiable.

This policy covers all aspects of employment including vacancy advertising, selection, recruitment, training, conditions of service and reasons for termination of service.

To ensure that this policy is operating effectively and for no other purpose the Museum maintains records of employee's racial origins, gender and disability. The Museum will ensure that there is ongoing monitoring and analysis of such records to provide the basis for appropriate action to eliminate unlawful direct and indirect discrimination and promote equality of opportunity.

The Head of Operations is responsible for the effective operation of the Jewish Museum's Equal Opportunities policy.

2. The Policy

2.1 Vacancy Advertising

Wherever possible all vacancies will be advertised simultaneously internally and externally. Steps will be taken to ensure that knowledge of vacancies reaches underrepresented groups internally and externally.

All vacancy adverts will include an appropriate short statement on equal opportunity.

2.2 Selection and Recruitment

Selection criteria (job description and employee specification) will be kept under constant review to ensure they are justifiable on non-discriminatory grounds as being essential for the effective performance of the job.

At least two people must be involved in the selection interview and recruitment process, and should have received training in equal opportunities. Reasons for selection and rejection of applicants must be recorded.

2.3 Personnel Records

In order to ensure the effective operation of the equal opportunities policy and for no other reason a record will be kept of all job applicants' and employees' racial origins and disability.

Where necessary employees will be able to check/ correct their own record with regard to equal opportunities. Otherwise access to this information will be protected.

Such records will be analysed regularly and appropriate follow up action taken.

2.4 Equal Opportunities and Volunteers

The Jewish Museum is committed to supporting and developing its volunteers and will apply the spirit of this policy to them.

2.5 Visitors, Staff and Outreach

The Jewish Museum also seeks to provide equality of opportunity for service users of all backgrounds. Particular effort is made to reach the elderly, disabled and disadvantaged through its programme of outreach which includes educational programmes, talks and travelling displays.

Wherever possible efforts will be made to identify and remove unnecessary/unjustifiable barriers and provide appropriate facilities and conditions of service to meet the needs of disadvantaged and/or underrepresented groups.

3. General

The objectives of this Equal Opportunities Employment policy are

- To ensure that The Jewish Museum has access to the widest labour market and secures the best employees for its needs.
- Ensures that no applicant or employee receives less than favourable treatment and that wherever possible they are given the help they need to reach their full potential to the benefit of the Jewish Museum and themselves.

The cooperation of all employees is essential for the success of this policy. However, the ultimate responsibility for achieving the policy's objectives and for ensuring compliance with the relevant Acts of Parliament as well as the various codes of practice lies with the Jewish Museum. Behaviour against the spirit and/or the letter of the laws on which this policy is based will be considered a serious disciplinary matter and may in some cases lead to dismissal.

7. Jewish Museum Equal Opportunities Monitoring Form

We are committed to equal opportunities in our recruitment process. This form is not sent to the recruiting panel and has no part in the shortlisting process. The information you supply on this form will be kept confidentially and for the purpose of recruitment monitoring and provision of statistical data only.

Please follow this link to complete the Equal Opportunities Form for this post.

<https://forms.gle/3EitWFJNJGNRxeNXA>

Please note this is optional.

Data protection: Information from this application may be processed for purposes registered by the employer under the Data Protection Act 1998. Individuals have, on written request [and on payment of a fee] the right of access to personal data held about them.

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