



JOB DESCRIPTION

Job Title	Director General's - Personal and Project Assistant
Department	Strategy and Communications
Reports to	Deputy Head of Planning and Strategy
Salary	£27,000 + 20.9% employer pension contribution
Duration	Permanent
Normal Working Hours	36 hours net
Grade	Grade 11

We are one of the world's leading authorities on conflict and its impact on people's lives – from 1914 through to the present day and beyond. Our collections are filled with personal stories and experiences, inspiring powerful and often conflicting emotions. We aim to share these stories with as many audiences as possible across the world in a way that engages and challenges them, increasing understanding of why we go to war and the effect that conflict has on people's lives. In other words, we expect our stories to change the way people think about war.

We rely on our staff to help us achieve this aspiration. You should be able to demonstrate the skills and competencies set out below, but equally we are looking for people who believe in what we do and who we are, and can treat every colleague, customer or visitor with respect, courtesy and honesty. We expect our staff to work flexibly and with enthusiasm. These are the qualities that make IWM such an extraordinary place to work.

Purpose of the job

Imperial War Museums (IWM) embrace the history of modern war and people's experience of war and wartime life in Britain and the Commonwealth. Our goal is to enrich people's understanding of the causes, course and consequences of modern war. Our mission is to enable people to have an informed understanding of modern war and its impact on individuals and society.

This role provides support to the Director-General and Executive Director of Collections and Governance. Working closely with various departments and project boards across IWM, the post holder is actively involved in the day-to-day operation of central IWM teams with support to some discrete project work required. Excellent organisational and communication skills are essential as extensive liaison across IWM and with our many stakeholders and partners is required.

Key duties

You will be expected to work independently as well as across different teams in order to contribute to and deliver the priorities of IWM - using your knowledge, skills, talent and potential to the best of your ability.

You will focus at all times on delivering excellent customer service, ensure value for money at all times while being professional, courteous and demonstrating the behaviours and attributes expected of all

IWM employees. You will also adhere to all corporate standards, and use corporate systems as directed to ensure consistency of service, brand and operational standards.

You will be expected to work across departments effectively, working with individuals, partners and where appropriate volunteers.

To identify and implement learning and development needs for both yourself and your team, including volunteers, if appropriate.

You will be expected to comply with corporate standards, and use corporate systems, processes and procedures– and undertake any necessary training as directed.

In addition, your duties will include:

Administrative and project support to the Director-General and Executive Director of Collections and Governance

1. Overall management of the day-to-day running of the Director-General's office and Executive Director of Collections and Governance's office. This will include managing diaries and travel arrangements, dealing with incoming and outgoing correspondence, filing (paper and digital).
2. You will provide secretarial support to project Boards and groups at IWM as appropriate, specifically organising meetings and distributing papers and updating on progress periodically.
3. You will work with the Strategy and Planning team to prepare papers and reports
4. You will provide administrative support for discrete projects for the Director-General and other senior colleagues as required
5. You will organise and contribute to the organisation and running of various museum functions, which will include evening receptions, luncheons, and special tours of IWM.
6. You will liaise with a wide range of people including the Chairman, Trustees, colleagues at all levels, academics, diplomats, senior officials, publishers etc, sometimes on matters of a confidential nature.
7. You ensure that the filing system for the Director-General's and Executive Director of Collections and Governance's records is kept up to date. This will require consultation with the Museum Archive and work in accordance with IWM's Records Management policies and guidelines
8. You will update our fundraising database with relevant information from the department including Trustee details and communication to/from the Director-General.
9. You will update colleagues on wider stakeholder communication led by the Director-General and Executive Leadership Team as appropriate
10. You will work with the Strategy and Planning team in researching and preparing talks and presentations made by the Director-General

11. You will be expected to familiarise yourself with and abide by IWM's information security and data protection policies regarding the handling of sensitive and personal data.

This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

	Essential criteria	How this will be assessed
1	Educated to a level short of a degree (NVQ-4) or equivalent with excellent standards in Mathematics and English.	Application form
2	IT proficiency (Microsoft Office and email); training will be given in our specialised software and systems	Application form and test
3	Proven experience as a Personal Assistant in a role requiring organisation of information	Application form, test and interview
4	Proven experience of multi-tasking and managing multiple commitments simultaneously	Application form, test and interview
5	Experience of initiative, building a rapport with a broad range of people (internal colleagues and external clients) and working to deadlines	Application form and interview
6	Proven application and understanding of financial rules and regulations	Application form and interview
	Desirable criteria	
7	Experience of working for a museum or similar cultural sector organisation	Application form and interview
8	Experience in using database systems like Raiser's Edge	Application form and interview
9	Commitment to the aims and ideals of IWM and an interest in IWM's history	Application form
10	An interest in, and knowledge of twentieth century history	Application form
	Key competencies	
	Continuous Improvement	
11	Demonstrates a continuous improvement and solution-focused approach, Develops relationships throughout the organisation. Proactively provides information to other departments that affects them eg shared procedures/potential problems	Application form and interview
	Results Drive	
12	Delivers consistent results. Manages workload in context of competing demands and changing priorities	Application form, test and interview
13	A patient and calm manner that copes well with the variety and volume of workload. Strong attention to detail	Application form and test
14	Identifies and eliminates non-productive activity	Application form
	Team working and Collaboration	
15	Ability to show and know when to use initiative and to work on your own and as part of a team	Application form and interview

16	Excellent collaboration skills with external agencies as well as internal departments. Provides high-quality and timely information for colleagues and customers	Application form and interview
	Customer and Communication Skills	
17	A genuine desire to work with and serve the public, delivering a value added service to internal and external customers with a relaxed and welcoming style that is open and assertive	Application form and interview
18	Excellent written, face-to-face and telephone skills	Application form, test and interview
19	Firm, precise and tactful – especially when dealing with difficult issues	Application form and interview
	Promoting Diversity	
20	Recognises and values the benefits of diversity amongst staff and customers	Application form
	Financial Management	
21	Commercially astute and numerate: able to keep accurate financial records, and to produce and analyse financial data	Application form, test and interview
	Making the Most of New Technology	
22	Uses new technology to keep accurate records and improve own efficiency. Is keen to understand and apply new software and other forms of technology	Application form

Additional Information

Benefits

The benefits listed below are discretionary and IWM reserves the right, with due notice, to vary or withdraw them at any time. All such benefits apply during the course of your employment only.

- The annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years
- IWM is a member of the Civil Service Pension Scheme. Employer pension contributions to the civil service pension scheme vary but are normally between 16.7% - 24.3% dependent on salary and length of service.
- An interest free season ticket loan scheme after three months service.
- 20% discount in IWM's shops.
- 25% discount in IWM's cafes.
- Free entry to the majority of Airshows at IWM Duxford.
- Free entry to most fee charging exhibitions in other National Museums.
- Continuous professional Training & Development opportunities.
- Enhanced maternity and paternity benefits linked to length of service.
- Child care vouchers
- IWM staff are entitled to membership of the Benenden Healthcare Society (subject to their terms & conditions).
- IWM staff also have access to The Charity for Civil Servants.
- Ride 2 Work Scheme

Selection

The candidates who appear from their application to best meet the essential criteria will be invited to interview. It is thus essential that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The short listing criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed on your application form. Applications by CV only will not be accepted.

To Apply

Apply online via our website www.iwm.org.uk/corporate/jobs

Please note we do not accept CV's, you will be required to fill in an online application form.

If you have any queries please contact us at recruit@iwm.org.uk

The closing date for receipt of applications is 9 am, Thursday 13 April 2017

Interviews will take place on Monday 24 April 2017.

We regret that if you have not heard from us within three weeks of the closing date your application, in this instance, has been unsuccessful.

IWM is committed to a policy of Equal Opportunities

