



Patron: Her Majesty The Queen
President: HRH The Duchess of Gloucester

Departmental Assistant

Job description

Full time

Salary £18,000

Summary

The Royal School of Needlework is the international centre of excellence for the art of hand embroidery. We need an energetic and willing person to help all our departments with handling all incoming and out going post, collecting visitors from reception, handling deliveries, setting out classrooms, preparing for exhibitions, organising orders for stationery and consumables and generally helping to ensure all our many activities run smoothly.

The Royal School of Needlework (RSN) is based at Hampton Court Palace. It has a 146 year history but today is a dynamic organisation with Degree, Certificate, Diploma, short course and exhibition programmes as well as a Studio for hand embroidery commissions and conservation. It has a small team of people who organise a wide variety of events, exhibitions, tours and classes and now needs some help.

This is a full time junior level post that will include a number of activities to help all departments and will include regular work such as collecting visitors, franking and taking the post, setting up for events, tours and lessons, ie. sorting the projector and screen or setting out hoops and trestles, stationery ordering, packing parcels and assisting with mail outs, preparing for exhibitions and working with the RSN Collection. There will be an amount of stocking and supplying as our rooms are in different parts of the Palace and all materials have to come in through reception.

The post is based at Hampton Court Palace. The RSN operates in three different areas of the palace and you will need to be able to move between them all on a daily basis, distributing deliveries and moving equipment. You will have access to trolleys but may need to use the stairs when the lifts are busy or out of service.

To apply

Please apply with a CV and a supporting statement saying why you want this post and what you could bring to it to: jane.hitchinson@royal-needlework.org.uk

Applications must be received by 10am Monday 3 December



Job description

Principal role

To assist with all aspects of operational support across the RSN. Also to provide project support as required.

Responsible to the Operations Manager

Main duties

- Meet visitors and escort them to the area of the RSN they are visiting, representing the RSN brand confidently and with enthusiasm.
- Answer calls to the RSN's main switchboard and field enquiries appropriately.
- Frank all outgoing mail and ensure all items are recorded appropriately.
- Coordinate incoming and outgoing shipments and deliveries for all departments, maintaining good relationships with HCP Post Room and Facilities Teams.
- Prepare rooms for classes, tours, workshops and training.
- Provide basic technical support in arranging AV equipment for lectures and talks.
- Have an overview of room calendars and availability of space. Assist colleagues in booking space for meetings and events.
- Manage relationships with relevant external third party service providers.

Organisational Support

- Manage stock levels of stationery and domestic consumables for each department and maintain the ordering schedule
- Respond to enquiries sent to the general enquiries mailbox in a timely fashion, professionally and with care.
- Working with the CE/Curator coordinate exhibition loan requests, installation, de-rig and return of work for bi-annual exhibit rotation.
- Provide assistance at external shows and events, particularly with installation and de-rig.
- Take minutes at meetings, including weekly internal operations meeting. Circulate minutes using approved templates.
- Ensure that signage is maintained and correct across different areas of the organisation, particularly concerning Health and Safety in the workplace.
- Maintain and update core documentation such as the telephone lists and organisational chart.
- Assist with mass mailings as required, eg to Friends.

Project support

- Assist the Chief Executive with the storage and movement of the Collection & Archive.
- Coordinate internal events such as exhibition private views and staff events.

- Assist the Chief Executive and relevant teams in the planning and preparation of the USA Summer School event, 2020.
- Work closely with the PA to the Chief Executive to make the most of the RSN's stock of donated goods, developing the current sale model and managing stock levels.
- Provide effective administration for ongoing projects, sending communications as appropriate, managing timescales and recording spends accurately.
- Be prepared to undertake first aid training
- Undertake any additional tasks as requested by the PA to the Chief Executive or Chief Executive.

Person specification

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| An interest in hand embroidery | Desirable |
| Good customer service experience with email and phone | Essential |
| Computer literate with proficiency in Microsoft Office packages | Essential |
| Can demonstrate ability to work on your own initiative, logical thinking and teamwork | Essential |
| Attention to detail | Essential |
| Ability to multi task | Essential |
| Energetic* and enthusiastic | Essential |
| Some experience of a CRM database | Desirable |
| Experience of working in a busy office environment or equivalent | Desirable |
| Experience of postal systems and packaging of goods | Desirable |
| Experience of working on events (planning and operational) | Desirable |

*we operate in three different areas and you will need to go between them all on a daily basis, collect people and objects, of varying sizes, from reception. You will need to use trolleys, and will include some lifting going up and down stairs frequently as the lifts may be out of action/busy etc