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**Department Assistant**

Role: Department Assistant

Contract: Full Time

On-site working

Salary: £20,000-£25,000 per annum

20 days holiday + 3 Christmas closure days

Contributory pension scheme

The Royal School of Needlework (RSN) is the international centre of excellence for the art of hand embroidery and offers a range of courses for beginners through to advanced. Steeped in a 150-year history with unrivalled expertise in the techniques of hand embroidery, the RSN has taken this captivating, traditional art and made it relevant today. Students can choose to study a variety of classes online and onsite, including Day & Evening Classes, the Certificate & Diploma in Technical Hand Embroidery and a BA (Hons) Hand Embroidery.

The Royal School of Needlework is based at the magnificent Hampton Court Palace in south west London. It also teaches across the UK in Bristol, Rugby, Durham and Glasgow, and internationally in North America and Japan.

In addition, the Royal School of Needlework offers Embroidery Services at its Studio in Hampton Court Palace creating beautiful bespoke commissionsfor the future as well as restoring historical textiles and bringing heirlooms back to life. Customers come from all over the world, including fashion designers, Oscar nominees, places of worship and private individuals.

The RSN is now looking for a departmental assistant to support the teams. We need an energetic and proactive person to help in the day-to-day running of our offering. This will include providing support to the Education Department, Bespoke Classes, Tours, Schools Engagement Programme and annual fundraising event RSN Sip & Stitch. This role would suit someone who is eager to learn and has an interest in starting a career in the charity and/or arts sector as the role covers a diverse range of areas within the organisation.

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 daily and moving supplies. You will have access to trolleys but may need to use the stairs when the lifts are busy or out of service.

**Job Description**

**Principal Role**

To assist with operational support across the RSN, providing support for Certificate and Diploma, Short Courses, International Summer School, Bespoke Classes, Schools Engagement Programme and Tours.

**Responsible to:** Certificate and Diploma Programme Manager(s)

**Main Duties**

The main duties include but are not limited to:

* Assisting the Certificate and Diploma Programme Managers in the administration of the course.
* Assist with Schools Engagement Programme, including liaising with schools, checking and ordering supplies, and assembling kits for specific campaigns.
* Assist with the annual RSN Sip & Stitch, a community engagement and fundraising event.
* Escort visitors and guests from reception, including tour groups, representing the RSN brand confidently and with enthusiasm.
* Management of the Education Email Inbox including replying to some queries and complaints
* Responsible for posting across RSN educational and school operations, including packing and mailing of kits, both nationally and internationally.
* Helping to set up classrooms for Short Courses and Bespoke Classes as well as other events including Tours.
* Manage stock levels and ordering as required.
* Attending off site events as required.
* Prepare beverages for students and visitors as and when required, including clearing of the area.
* Any other activities required by your line manager within the scope of this role.

**Person specification**

An interest in hand embroidery Desirable

Good customer service experience with email and phone Essential

Computer literate with proficiency in Microsoft Office packages Essential

Ability to work on your own initiative, logical thinking, and teamwork Essential

Attention to detail Essential

Ability to multitask 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.

To apply: please contact our retained consultant at [https://www.recruitmentrevolution.com](https://www.recruitmentrevolution.com/vacancies/departmental-administration-assistant-royal-charity-arts-18188-18188/)  with your curriculum vitae and a one page covering letter which should demonstrate your suitability and motivation for the role.

**Applications must be received by** December 8th 4pm.