



Almond Valley Heritage Trust

Office Administrator

Reporting to: Office Manager

Contract: Temporary (6 months with a view to permanency)

Hours: Equivalent of 40 hrs per week

Salary: £24,960 per annum pro rata

Location: Livingston (West Lothian)

Almond Valley Heritage Trust is a charity with a mission to promote, celebrate and preserve the extraordinary heritage and environment of West Lothian for future generations. The Trust operate the Almond Valley Heritage Centre; a popular visitor attraction and rare breeds farm based in the historic setting of Livingston Mill, and the museum of the Scottish Shale Oil Industry. The museum is recognised as being of national importance to Scotland, whilst the farm benefits from accreditation from the Rare Breeds Survival Trust for our vital work to conserve and protect rare breeds including Clydesdale horses, Tamworth pigs, North Ronaldsay sheep & Bagot goats.

Almond Valley is a beloved attraction for intergenerational family audiences throughout Central Scotland and beyond, welcoming over 130,000 visitors annually. This is an exciting period for the Trust as we aim to deepen engagement in heritage and conservation through the expansion of our events and engagement activity with a focus on deepening and enriching visit experience. We have big ambitions to enrich our visitor experience through the provision of a first-class, creative programme, considering fresh perspectives on our collections and heritage, while also exploring forward-facing narratives, particularly in the area of addressing the climate emergency.

Working cross-sector and in collaboration, we aim to foster a spirit of discovery, explore and champion our human potential past, present, and future, building a shared understanding of the value of our heritage and inspiring the next generation of history makers.

Role Overview

We are seeking a dedicated and detail-oriented Office Administrator to join our team on a temporary basis for 6 months, with the potential for the role to become permanent. This role encompasses the responsibilities of a Membership Officer, along with managing organisational mailboxes, responding appropriately to customer emails, answering telephones, and assisting the Accounts Administrator as needed.

The Office Administrator will play a crucial role in managing our membership database, enhancing member communications, producing a members' newsletter, and maximising Gift Aid revenue for the Trust. This role is pivotal in ensuring our members have an enriching and engaging experience while supporting overall office functions.

The key responsibilities of the Office Administrator will include:

Data Management:

- Ensure that all data held for members is accurate, up-to-date, and compliant with data protection regulations (GDPR).
- Regularly audit the membership database to maintain data integrity and accuracy.

Member/Group Communications:

- Develop and send out regular communications to our members and targeted groups, including event updates, special offers, and news about Almond Valley.
- Respond to member/group and visitor enquiries promptly and professionally via email, phone, and in-person.
- Manage organisational mailboxes, ensuring all emails are responded to in a timely and appropriate manner.

Newsletter Production:

- Produce a high-quality members' newsletter on a regular basis, featuring upcoming events, member stories, and other relevant content.
- Collaborate with other departments to gather content and ensure the newsletter is engaging and informative.

Gift Aid Maximisation:

- Ensure that the Trust is maximising Gift Aid revenue by accurately recording and processing Gift Aid declarations from members.
- Stay informed about Gift Aid regulations and ensure compliance in all related activities.

Member/Group Engagement:

- Develop strategies to engage and retain members, enhancing their overall experience and satisfaction.
- Organise and promote member-exclusive events and activities to build a sense of community.

Reporting and Analysis:

- Generate reports on membership statistics, including growth, retention, and revenue.
- Analyse membership data to identify trends and opportunities for improvement.

Essential Skills:

- Previous experience in an office/membership role or similar administrative position.
- Strong organisational skills and attention to detail.
- Excellent written and verbal communication skills.
- Proficiency in using membership databases and Microsoft Office applications.
- Knowledge of GDPR and data protection regulations.
- Ability to work independently and as part of a team.

Desirable:

- Experience in the heritage, museum, or visitor attraction sector.
- Knowledge of Gift Aid and experience in maximising Gift Aid revenue.
- Creative skills for producing engaging newsletters and communications.

Personal Attributes

- Enthusiastic and passionate about heritage, education, and conservation.
- Proactive and self-motivated with a strong work ethic.
- Customer-focused with a commitment to delivering excellent service.

The working pattern for this role is flexible though we anticipate that it will largely be Monday to Friday with occasional weekend and or event work to support our growing engagement ambition. The post will be based at Almond Valley Heritage Centre

Holiday allocation:

- 32 days per annum including bank holidays

Pension:

- Automatically enrol team members into our workplace pension operated by Royal London

Workforce Benefits:

- Free on site car parking
- Staff Pass provides access to the site for free.
- ASVA Card Access, Team members have access to The Association of Scottish Visitor Attractions card which allows free entry to a huge range of visitor attractions throughout Scotland.
- Discount in the tearoom and gift shop

Closing Date: Midnight, 29th August 2024

TO APPLY – please email us at jobs@almondvalley.co.uk with a full CV, and a personal statement in which you can tell us what especially interests you about the post, and why you are particularly suited to this role. Something short and snappy that reflects your personality would be ideal.

Please let us know of any queries in relation to the application process or any reasonable adjustments that would help with your application.

Equality and Diversity Commitment

Almond Valley is an equal opportunities employer. We are committed to offering equal opportunity for all and to providing employees with a work environment free of discrimination and harassment and are working hard to create a space in which people from all walks of life see themselves.

We are committed to increasing the diversity of our team and encourage applications from people currently under-represented groups, targeting in particular people of the Global Majority and Deaf or disabled applicants.