

Reports to: design ventura project manager

Department: learning

Contract: fixed term (initially to 31 March 2018, with potential to extend)

Overview

The purpose of this role is to work within the Design Museum Learning and Research Directorate, to support the administration of Design Ventura.

Design Ventura is a national, award-winning project for secondary schools, which last year saw over 10,000 students in around 250 schools participate. It is delivered by the Design Museum in partnership with Deutsche Bank. The Project Administrator will be instrumental in running smooth systems that support the smooth running of the project. They will also provide telephone and email support to participants around the UK and beyond including schools, designers and other stakeholders. This role will help to keep accurate records relating to project activity, including a database of school contacts. In addition the Project Administrator will support marketing and communications relating to the project and will contribute to events including updating of content on the project website.

Job scope

Working closely with the Project Manager, the Design Ventura Administrator will be an important point of contact for external project participants, the sponsor Deutsche Bank, and colleagues across the museum. The role requires a highly organised, outward looking person who is happy to use their initiative and work autonomously. The successful candidate will be a flexible team player who is able to adapt and respond to change quickly. Key responsibilities within the role will be to be a first point of call for teachers, museum educators and volunteers participating in the project. The Administrator will support a variety of aspects of the project.

Job description

Participant support and project co-ordination

- Administer and take bookings for project activity including school visits to the museum, workshops, continuing professional development events and volunteer training.
- To answer telephone and email queries about the project provide information to project participants.
- To prepare information packs including visit confirmations, teacher resources, materials for events and volunteer packs.
- To support Freelance Educators and Volunteers leading on scheduling their time, welcoming them to the museum and providing assistance as necessary
- To liaise regularly with the Learning Administrator, Visitor Experience, Events and other relevant colleagues about activity relating to Design Ventura.

Record keeping and reporting

- To lead on the maintenance of the project database and maintain accurate records of project activity, including monitoring targets relating to participation in workshops and key events
- To maintain up-to-date information on the project website, through

the Content Management System

- To support financial record keeping by logging expenditure and liaising with Finance and the Project Manager
- To support project evaluation by working with the Project Manager and Goldsmiths College to follow up with schools to gather survey responses, case studies and other data
- To collate information for regular reports to Deutsche Bank by working closely with the Project Manager and Development Department
- To ensure key contacts are logged on the museum's CRM system.

Marketing, communication and distribution

- To develop the marketing and communications plan with the support of the project manager.
- To co-ordinate the distribution of project materials including in-house and out-sourced mailings to schools.
- To assist the production of weekly update e-newsletters to schools by liaising with contributors including teachers and designers.
- To co-ordinate communication of the project through social media, working with Deutsche Bank and the museum's Communications Department to co-ordinate activity.

Project delivery support

- To assist in the set up and delivery of Design Ventura events including volunteer briefings, teacher professional development, competition entry shortlisting and the annual pitching event.
- To support the competition entry process, providing support and advice to schools, collating information and sending acknowledgements to schools.
- To manage Design Ventura resources including handling collections, craft and making materials for workshops and digital equipment used to deliver the project.
- To support monitoring and delivery of major commissions (this could include print, exhibition, or new website production).

Departmental support

- To contribute to the continued development of the Learning and Research Department's philosophies and policies
- To participate as necessary in all the activities undertaken by the department and to represent the Learning and Research Department and museum by attending internal and external meetings as required.
- Working with and supporting Learning volunteers and volunteers across the museum ensuring their full integration.

Person specification

Knowledge, skills and experience

Essential

- Excellent written and verbal communication skills
- Excellent IT skills
- Knowledge and experience of using databases including Microsoft Excel and Access and other CRM packages.
- High professional standard of literacy and numeracy

- Demonstrable administrative experience, able to initiate own priorities as well as respond to deadlines and multitask
- Experience of data entry and maintaining databases
- Technical competence and the willingness to learn about new systems such as website Content Management Systems, the museum's online finance system and other applications unique to the Design Museum or the Design Ventura project
- The ability to build relationships with participants and project partners and to work across departments
- A keen eye for detail focussed on delivering excellent service to external and internal customers

Desirable

- Professional experience of using social media including Twitter and Vimeo
- Experience of working with and understanding of secondary schools or the formal learning sector
- Working knowledge of museums and galleries
- An interest in design

Terms and conditions

Salary: £21,000 per annum, pro rata

Holidays: 25 days, pro rata

Hours: part-time, 3 days per week/24 hours per week

The museum offers many other benefits including access to a defined contribution pension scheme, season ticket loan, childcare voucher scheme, cycle to work scheme, free entry for friends and family to the museum, a variety of staff discounts including the museum shop and restaurant and free entry to a wide number of galleries and museums in London.

Application process

To apply please email a covering letter which addresses the criteria as set out in the person specification, CV and Applicant Information Form to applications@designmuseum.org.

Please quote job ref: DVAdmin/2017 in the email subject header

Closing date for applications: 9 June 2017, 5pm

Interviews: 14 June 2017

Due to the high volume of applications the museum receives we are unable to provide a response to applications on an individual basis. If you do not receive a response from us within two weeks of the closing date then you can assume that you have not been successful on this occasion.

The Design Museum is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

About the Design Museum

The Design Museum is building the world's leading museum devoted to contemporary design in every form from furniture to graphics, and architecture to industrial design. For the Design Museum, design is a continually evolving subject which it explores through its exhibitions programme, permanent collection, learning and research activities. It is a way to understand the world and how you can change it. The museum's mission is to create the most engaging, exciting and inspiring design museum in the world.

Thirty-five years ago, Terence Conran established the forerunner of the Design Museum, the Boilerhouse, in the basement of the Victoria and Albert Museum (V&A) in London. As planned, the Boilerhouse quickly outgrew the V&A and in 1989 it moved on to become the Design Museum, in an architecturally striking transformation of a Thameside warehouse near Tower Bridge. Since then it has emerged as an institution with international status and significance, playing an important role in putting design and architecture on the cultural agenda.

The museum recently relocated from its home in Shad Thames to the landmark 1960s building in Kensington, West London. Leading designer John Pawson converted the interior of the building creating the museum's new home, giving it three times more space in which to show a wider range of exhibitions, showcase its world class collection and extend its learning programmes.

Our mission, vision and values

Our vision

We want everyone to understand the value of design

Our mission

To create the most inspiring, exciting and engaging Design Museum in the world

Our values

Welcoming everyone to the museum and making them feel it's a place for them

Collaborative engaging with many partners to bring our vision to life

Enterprising working hard to make the museum a financial success and build a strong commercial reputation

Provocative challenging people to look and think afresh about design

designmuseum.org