

## Job Profile

**Post:** Office Administrator  
**Reporting to:** Office and Events Manager  
**Access to:** WHC central office team, operations and parking management teams, finance support, The Rum Story retail team, specialist knowledge and support of retained consultants and contractors in areas such as facilities management and marketing

### Purpose

We are looking to expand our central office team at Whitehaven Harbour Commissioners (WHC). Our new administrator will have an important role, working both independently and interdepartmentally to help the office and events manager organise, run and prioritise the tasks within the busy office.

The post-holder will generally be the first point of contact for all office visitors and business partners. They will be responsible for specific routine tasks within reception and main office administration, as well as being expected to signpost the direction of the many curveballs that come our way!

WHC is a not-for-profit organisation, safely managing and maintaining Whitehaven Harbour and its environs for the benefit of all. We are committed to optimising our commercial revenues in order to continually improve by reinvesting in our assets, ensuring all of those assets are managed and proactively maintained to provide a safe, sustainable and enjoyable environment and experience for all users.

At the heart of the community, we celebrate our 400-year history to drive the future and protect the legacy of this unique local institution.

We are proud of our core values. We will:

- actively listen and put people at the heart of what we do
- treat people fairly and inclusively, embracing equality and diversity
- be honest, open and transparent in our dealings with customers, colleagues and partners
- stand up and take responsibility for our actions
- provide a safe and secure environment for all
- strive for continuous improvement and a better future

There will also be two important developments for WHC in the next year, which our team will help shape and deliver.

The first is working with Anti Racist Cumbria on *The Rum Story Reimagined* project, supported by a grant from the National Lottery Heritage Fund. The aim is to retell the history of The Rum Story and Whitehaven's connection to the trading and trafficking of enslaved people from Africa, resulting in a world-class, relevant and attractive visitor experience.

In addition, we look forward to the opening of The Edge, Cumbria's new coastal activities centre on the harbourside. The Edge has a unique and exciting purpose, not just for watersports and other outdoor activities but a multitude of uses, from community workshops to cultural events, as well as offering overnight accommodation, café facilities, changing rooms and publicly accessible toilets. The property

will be managed by a commercial operator who will liaise with the WHC team and other partners to help deliver a variety of outputs and outcomes for the benefit of the community.

## **Duties and responsibilities**

### *Office admin*

- Responsible for general reception duties, including dealing with visitors, responding to emails, handling in-person and telephone enquiries, and processing incoming and outgoing mail
- Oversee general email inboxes and respond, or distribute to the relevant department, swiftly and professionally
- Keep the working schedule for office staff up-to-date by liaising with all departments and ensure accurate information is displayed each week
- Work with The Rum Story manager and retail team accordingly on orders received through The Rum Story website, making sure products are dispatched quickly and a high quality of customer service is delivered
- Note-taking duties for fortnightly operations team meetings, quarterly harbour users' group meetings and other routine meetings, where required
- Work with CEO and office & events manager on regular staff and stakeholder newsletters
- Sign in/out all keys across the organisation and keep accurate key-holder records
- Monitor refreshment supplies for main office and all conference spaces
- Manage stationery supplies
- Liaise with contractors as required regarding work across all parts of the organisation
- General filing and archiving
- General printing and distribution of materials for all departments

### *Events admin*

- Work alongside the office & events manager to provide a positive event experience for all customers
- Assist with venue bookings for The Rum Story, Gordon Thompson House ('Fish Hall') and the harbour site
- Arrange tour guides and/or suppliers for events as necessary
- Help deliver events and hires by being on the staff 'rota' for cover
- Prepare rooms for events/meeting hires as specified on individual booking information

### *Interdepartmental support*

- Responsible for processing fish landing information with help from accounts team
- Enter purchase invoice details into accounting system
- File documents for accounting team
- Support department heads with social media schedules, content and management
- Be willing to occasionally help with lunch cover in The Rum Story shop
- Provide general data support when required

## **Person specification**

### *Essential*

- Strong communication and people skills
- Good standard of written English
- Proficient in Microsoft Office applications
- Ability to develop and maintain relationships with customers and suppliers
- Experience of working with diverse groups and individuals
- Ability to effectively manage time and resources
- Comfortable with multi-tasking and prioritising

- Experience of having to react to the unexpected and adapt quickly
- Ability to keep calm under pressure
- Problem-solving and analytical skills

#### *Desirable*

- Driving licence and use of own vehicle
- First Aid at Work training
- Fire Marshal training
- Interest in local history and heritage

### **Headline terms & conditions**

**Contract:** Permanent full-time role

**Salary:** In the region of £21-£24k, depending on experience and qualifications

**Hours:** 35 hours per week

**Annual leave:** 25 days plus all statutory bank holidays

**Pension:** WHC operates an auto-enrolment pension scheme through Nest

**Notice period:** One full calendar month

**Probation period:** Three months (during which the notice period on either side will be one week)

**Working arrangements:** WHC is a seven-day operation and most full-time employees work five days a week with 1hr unpaid lunch break per day. Some weekend and evening work may be required, with some weeks involving the post-holder working more than 35 hours, for which time off in lieu will be given. Occasionally, where appropriate, financial remuneration will be considered.

WHC is responsive to flexible working requests and will take a collaborative approach to finding the right solution for the individual and also the organisation.

**Location:** This post is mostly office based above The Rum Story in Whitehaven. However, there may be opportunities for travel outside of the area to support the team with trade fairs, fetes and festivals.

**Additional employee benefits:** Staff discount in The Rum Story shop; free parking on WHC car parks.

### **How to apply**

Please send a CV and covering letter to our CEO Deanne Shallcross at Whitehaven Harbour Commissioners, 27 Lowther Street, Whitehaven, CA28 7DN or email [deanne@whitehavenhc.org.uk](mailto:deanne@whitehavenhc.org.uk)

**Deadline:** 10am Thursday 29th August 2024

**Interviews:** Thursday 5th September and potentially Tuesday 10th September

**Further information:** If you would like an informal discussion about the role before applying, email our office & events manager Louise McKenna on [louise@whitehavenhc.org.uk](mailto:louise@whitehavenhc.org.uk) or call 01946 590515.

**Equal opportunities statement:** WHC/The Rum Story are committed to promoting equal opportunities in employment. All job applicants receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

We are required by law to ensure all employees are entitled to work in the UK. Prospective employees, regardless of nationality, must be able to produce original documents before employment starts, to satisfy current immigration legislation.