

Silverstone Heritage Ltd

Job title	Learning and Engagement Assistant
Reporting to	Head of Learning and Engagement
Hours	37.5 per week term-time only (SHL will consider flexible working requests)
Salary	£13,125 per annum dependent on experience
Department	Learning and Engagement

A new and exciting opportunity has arisen to assist the Learning and Engagement department at The Silverstone Experience, a new visitor attraction opening summer 2019.

Job Purpose

To provide excellent, efficient administration for a busy learning and community engagement team. To play an active role in developing a reputation for a high quality, innovative learning and engagement activity.

Key Responsibilities

- Respond to all school enquiries in a professional and timely manner ensuring that schools are given all the information they need to make a booking with us.
- Refer to our booking spreadsheet to ensure schools are accommodated on dates that have capacity.
- Process all school bookings ensuring schools provide all information requested and is then inputted onto our booking spreadsheet accurately.
- Send confirmation and other supplementary emails to schools following their booking and prior to their visit.
- Be the first point of contact for all school enquiries.
- Administer all financial procedures including raising invoice requests for schools and ensuring all incoming invoices are recorded and sent for payment in a timely manner, liaising with the Accounts Assistant when necessary.
- Regularly communicate with the operations team to ensure they are aware of arrival and exhibition entry times of school and community event groups.
- Assist in welcoming school groups to The Silverstone Experience.
- Work closely with the Learning Officer to ensure all bookings and bespoke programme enquiries are handed over for delivery or consideration.
- Take bookings and process payment for other learning and engagement events such as Home Educator Days, talks, lectures, school holiday and weekend activities.
- Support the planning and administration of regular events, supporting the Engagement Events Officer.
- Be the first point of contact for external calls and emails to the Learning and Engagement department, responding to any enquiries and signposting to the relevant members of staff when appropriate.
- To ensure the Studios are presentable, clean and tidy at all times.
- To support the gathering of monitoring and evaluation information as required, supporting departmental staff to gather data to produce regular reports.
- To maintain appropriate and relevant filing systems (both digital and paper based).

- To maintain the Learning and Engagement stakeholder database.
- To administrate, attend and minute all Advisory Boards including the community, young people and teacher panels.
- Undertake any other duties as reasonably requested by the line manager.
- Actively follow all SHL policies.

Person Specification

Selection Criteria	Essential (E) Or Desirable (D)	Where Evidenced Application (A) Interview (I) Reference (R)
Qualifications		
Educated to GCSE level or equivalent	E	A
Evidence of formal training to suit this post i.e. administrative	D	A
Experience, Knowledge and Skills		
At least one year's experience working in an administrative role	E	A,I
Working knowledge of Microsoft Office products particularly Word, Outlook and Excel	E	A,I
Excellent written and verbal communication skills	E	A,I
Excellent organisational skills	E	I
Ability to work independently and to manage own time	E	I
Ability to work to deadlines and prioritise own workload	E	I

Essential Requirements are those, without which, a candidate would not be able to do the job.

Desirable Requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

To apply please send a covering letter including your salary expectations and current notice period with your updated CV to recruitment@silverstone-experience.co.uk by 12 noon Wednesday 15th May. Interviews are scheduled to take place the week commencing 27th May.