

Bailiffgate Museum & Gallery Administrative Officer

Information Pack for Prospective Interviewees

- Covering letter
- Bailiffgate History & Background
- The Bailiffgate Board
- Additional Information
- Role Description- Administrative Officer



Dear Applicant

Thank you for your interest in this post.

We wish to appoint an Administrative Officer for Bailiffgate Museum & Gallery as our current post holder is retiring later this year.

This is an exciting opportunity to work with a forward thinking and innovative museum team. We wish to recruit an enthusiastic and highly organised Administrative Officer to a full-time post. It is an opportune time to join Bailiffgate at a time of significant growth for us. The successful person will be self-motivated, highly organised, personable person with excellent IT and social media skills.

The successful applicant will be a charismatic, dynamic person with excellent communication skills who can work with our existing team of volunteers and partners to inspire new volunteers to work with the museum.

The post-holder will organise volunteer rotas, carry out day to day administration tasks as directed, support the Treasurer and organise training for volunteers. The role will involve interaction with the public, visitors to the museum, contractors and exhibitors. The successful candidate will provide secretarial and administrative support to the Operations Management Group (OMG), the Board of Trustees and The Transitions and Programme Manager who is leading the work on the move to Northumberland Hall. The role requires tact and discretion and will underpin the smooth running of all aspects of the business.

The post will be a Temporary salaried post until at least September 2027, subject to a six-month probationary period. The office is currently based in Bailiffgate Museum & Gallery on Bailiffgate, Alnwick.

In your Letter of Application please state if you are available for both interview on 12th February 2025 and a start date of 10th March 2025 if you are appointed.

Please apply via CV and Letter of Application which should not exceed 2 pages. Your Letter of Application should show how you meet the stated criteria in the role specification demonstrating how you meet the essential and desirable criteria giving examples where appropriate. These documents need to be received by 12 noon on 7th February 2025. If you have any questions on any aspect of this post, please contact Bailiffgate by email chair@bailiffgatemuseum.co.uk to arrange a telephone conversation or email.

Yours faithfully

Jean Humphrys, Chair of Trustees

Bailiffgate - History & Background

Established in 2002, Bailiffgate Museum & Gallery (Bailiffgate) is a multi-award-winning museum located in a beautiful, grade 2 listed, former Catholic church in the centre of Alnwick. It is run by volunteers (currently just over 60) and attracts around 10,000 visitors per year. Our vision of “*heritage at the heart of the community*” places local history, culture, folklore, traditions, stories, art and environment at the centre of everything we do. Through our collection, exhibitions, events and projects we work towards understanding, recording, sharing and celebrating the heritage of Alnwick and the surrounding area for the benefit of both local people and visitors. Our main audiences are families, local people, older (retired) people and visitors to the area.

Our permanent exhibition was reinterpreted in 2014 with funding from the Heritage Lottery Fund (HLF). This saw a complete ‘revamp’ of the internal Museum including new displays, new internal layout and a more coherent organisation of the collection. This is due to be reinterpreted again round about 2024/25. The museum is in St Mary’s church over 3 floors, two of which display the permanent collection, and the top floor holds the gallery. A fabulous gallery space which houses 5 or 6 changing exhibition a year. This space is given free to local artists and the museum supports them to market and present their exhibition. In the past few years we have put on a number of high-profile temporary exhibitions - *Illustrating Harry Potter* (2017) which showcased original illustrations, sketches, models and final prints from J.K. Rowling’s books illustrated by Jim Kay; *Stella Vine* (2018) our most important art event to date exhibiting Stella’s collection; *100 Years of Fashion* (2019) featuring designer clothes loaned to us by Stella Tennant, the Duchess of Northumberland and many more and this year *Vikings: Fact and Fiction* in collaboration with the York Archaeological Trust and Jorvik Museum. All these exhibitions have contributed to an increase in visitor numbers and have raised the profile of the Museum within the region (BBC’s Look North did a feature on Stella Vine and our Fashion exhibition in 2023 we delivered 5 exhibitions which involved 3 separate and very different artists from Amble. Our summer exhibition was the Ladybird Artist exhibition which was a huge success and exceeded our expected visitor numbers. In 2024 we had an exciting programme of exhibitions which has sparked interest far and wide including Worst Record Covers in the World which was featured in the BBC news and Radio programmes.

In recent years, we have also successfully managed an Arts Council Resilience project (total spend £45,000); an Arts Council Ready to Borrow project (total spend £43,000) and an HLF Transition Fund project (total spend £50,662) and we have delivered several smaller community outreach projects (<£10,000 each).

The Museum also organises a varied and ambitious programme of events and outreach activities including family activities during school holidays and local exhibitions, free days for heritage to ensure everyone has access to heritage. We offer school visits to schools and visits to the museum by schools and groups of adults to learn more about the heritage of Alnwick and the surrounding area. We have developed over 24 loans boxes which we mapped to the school curriculum

which contain artefacts, costumes, activities which schools can use. These were offered to home schooled children and childminders too since 2021. We no longer charge for the loan of these boxes as we believe this is a fabulous resource for the community to use and this also ensures all children have access to heritage. In addition, our community outreach projects reach deep into local neighbourhoods to celebrate local heritage and engage people who would not necessarily access the Museum. In October 2017 we were awarded £28,300 of initial HLF funding to put together a full application worth almost £300,000 to take the Museum 'Out of Town' (OOT) working with local communities in Upper Coquetdale and the Cheviot fringe to take our collection on the road and collect valuable stories and artefacts. The project concluded this year with over 15000 interactions with people either through being interviewed or attending events, exhibitions or village shows. We were shortlisted for the AHI awards in 2023 for the OOT project and whilst we didn't win, we were highly commended.

We are an accredited Museum under the Arts Council National Accreditation Scheme which means that we work to the same standards as the largest Museums in the UK, and we have been recognised locally, regionally and nationally as an outstanding Museum. One of our key volunteers was awarded Volunteer of the Year in a national Museums and Heritage award in 2017 and in 2018 our *Illustrating Harry Potter* exhibition was shortlisted for a prestigious national award. In 2021 we were awarded the Best Small Museum and Best Overall Family Friendly Museum by Kids in Museums. Our volunteers have also been awarded the Marsh Trust Award for the Northeast of England.

We offer short work placements to schools and longer placements to university students. We have developed a strong Volunteer Strategy which has seen us grow the number of volunteers from 35 in 2019 to over 60 in 2025. Everyone is welcome at Bailiffgate irrespective of their background, age or ability.

We have recently been awarded 2 significant grants by the Lottery Heritage Fund and the Community Fund which will contribute to the significant growth at Bailiffgate and the potential to move site.

The Bailiffgate Board

Bailiffgate currently has a board of Trustees who bring a robust range of skills and experience to managing the charity.

Our Board of Trustees meets alternate months with a meeting calendar set annually. Meetings are generally held at 5pm on a weekday and last around 2 hours. In addition, in September each year there is an Annual General Meeting (AGM) and the Board also holds 1-2 planning and review meetings each year.

We are part of The Alnwick Place Borderlands Project working together with other Alnwick groups. We are setting out a long-term plan to bring for the town's future as a vibrant, connected and inclusive place to live, learn, work, and invest in. It has been shaped with input from the local community and partners and sets out our joint commitment to work for investment and sustainable economic growth in the town.

We have over 60 volunteers who we have brought together as a highly effective team to successfully run an ambitious award-winning museum which has been operating over 20 years. We host events and exhibitions which bring in all areas of the community, bringing schools together in an annual art competition. We support the Alnwick Story Fest and offer Bailiffgate as a venue each year. The work we do with schools through trips, visits and our Loans boxes brings young people into the museum.

Improve the places and spaces that matter to communities.

Three themes have emerged from our Borderlands consultation: ensure the town is more vibrant, connected and inclusive which will help to develop the services and facilities available to residents. They are inter-connected, each requiring the other to succeed, and which contribute to the over-arching story of Alnwick being a great place to live, work and visit

Enable more people to fulfil their potential by working to address issues at the earliest possible stage.

Bailiffgate started helping people to develop their potential when it opened over 20 years ago as a voluntary run museum. Our volunteer workforce has grown, and we now have over 60 volunteers. Many of those have been volunteers for over 10 years. In 20 years Bailiffgate has become a multi-award-winning museum that grows increasingly resilient as it continues to train and support volunteers. In the last 3 years we have mounted 18 exhibitions, delivered OOT project with 12000 visitors, won 3 national awards, completed our feasibility & RIBA stage 3 using volunteers, consultants & experts when required.

People are highly valued at Bailiffgate; volunteers are the driving force of the organisation. Bailiffgate provides opportunities to be part of a welcoming, award-winning community; known in the national museum sector for its outstanding practice, making local people proud of their heritage. Working with the NHS Community North CBU developing strong partnership to create greater wellbeing and independence.

Our people have learned and developed heritage skills such as interviewing, editing & archiving stories, preserving, conserving & exhibiting artefacts, learning about local heritage through music, art, digital technology & contributing to leading projects, implementing ideas & actions. They have learned presentation skills, teaching skills, have honed their writing, drawing, creative, sewing and retail skills. Students tell us their work with us was commented on at their university interview; one student's first job was at Jorvik Museum and was told that her Bailiffgate experience had given her the edge over other candidates.

We have helped people to gain confidence and go back into work and have helped young people through work experience covering a wide range of roles and responsibilities.

Community involvement

We believe by putting communities first, we support people and communities to prosper and thrive, and we want our project to demonstrate this clearly. People understand what is needed in their communities better than anyone, especially during these unprecedented times.

Involve people and communities from the start.

Our work as part of the Alnwick Place Programme has involved extensive consultation from the outset. The ideas that have been included in the vision, objectives and programmes for Alnwick came predominantly from young people because this is about their future, but also from residents and those who work in the area.

Our work as a museum is based on feedback from consultation with volunteers, visitors, schools, young people. We are looking at the possibility of creating a heritage/ cultural community hub in the heart of Alnwick and have been gathering views about our proposals for almost a year. These views influence our plans and have led us to aim to find a new way to support people in our community.

Volunteering continues and always will, but we are also linking in with partners across the town, creatives across the district, other museums & galleries locally, nationally and internationally. Our consultation is helping us to shape the future.

Build on people's strengths.

We try to work from the skills that people bring to Bailiffgate and provide them with opportunities to use those skills. We also provide opportunities for them to extend their skills and try out new ones. For example, one recent volunteer came from local government and as a manager she is now using her skills as lead volunteer running the exhibitions programme, another came from lecturing in social sciences and is lead volunteer for the collections team and lead trainer for those on work experience. A keen photographer is creating a photographic archive for us and those who enjoy more public facing roles run the shop and the welcome desk.

Connect with the community.

The Bailiffgate Community is very broad. We have a local presence in the museum and gallery where we offer free heritage days and residents' days so that local people can find out what we are doing without having to pay; we join in Book Festivals and help with a Last Night of the Proms evening alongside The Playhouse Band and, for this year, Alnwick Rotary. We provide a wide range of information for people who run bed and breakfast establishments, and we seek grants to make our loans boxes free to schools, childminders and home educators. We support the district of Alnwick and beyond through talks, loans, guided visits to the museum and object handling sessions. Our volunteers are also a key part of our community, and we connect with them through newsletters, email, What's App and other social media.

This is an exciting time to be joining Bailiffgate Museum & Gallery the announcement of the successful Community Grant and also the next step in our journey to move location.

Heritage at the Heart of the Community – This is Alnwick – extract from Press Release

‘Bailiffgate Museum & Gallery is pleased to announce that over 5 years the museum and gallery will be receiving £374,395 to fund our Heritage at the Heart of the Community – This is Alnwick project.’

The five-year project started in 2024 and it allows us to work with our community to become a bigger, stronger and more diverse heritage organisation, led by volunteers for the benefit of our local communities and visitors to Alnwick and the surrounding area. Rooted in our locality but delivering activities, projects and exhibitions of national significance. The project is about the sustainability of Bailiffgate, strengthening partnership working and its reach in the region. The Project Manager will work with the community to connect with underrepresented groups, organising and supporting the delivery of cultural and creative workshops such as music, art, poetry, photography, writing, flower arranging, wildlife. These workshops could inspire new exhibitors in our gallery or even inspire people to volunteer at Bailiffgate. Collecting oral history stories, artefacts and creating opportunities for ideas like walks around Alnwick, an Alnwick passport. The oral history project will culminate in an opening launch exhibition for our move to Northumberland Hall and will inspire new loans boxes.

The project will also work with local partners to create opportunities for volunteering, employment, vocational pathways, NHS referrals, innovative work placements and skills development in heritage and in other business sectors. We will work with partners to signpost and deliver skills and job-related training creating a sense of pride in Alnwick. Most of these links have already been made and the Project Manager has created a coherent plan to take the work forward.

This community work has a Project Manager and an Administrative Assistant.

Bailiffgate Museum & Gallery was awarded £192,697 by The National Lottery Heritage Fund to begin the move to new premises in Northumberland Hall.

Bailiffgate Museum & Gallery received funding from The National Lottery Heritage Fund for the development stage of their project to move to Northumberland Hall in Alnwick town centre.

The project has an overall Programme and Transition Manager who ensures that the community project and the heritage project work effectively together and a capital programme manager to oversee the work made possible by National Lottery players, is titled Heritage, Creativity & Community in the heart of Alnwick. It supports the museum to bring in additional expertise and capacity to deliver specific pieces of specialist work. We have been working with specialists on surveys of the building, designs for the interior and for exhibitions, fundraising, energy audits, activity and interpretation plans and business plans.

Northumberland Hall was originally built in 1826 for the third Duke of Northumberland and has been under-used for several years. This project will see the Grade I Listed building revitalised and brought back into productive use with activity that aims to create a cultural hub that will encourage more people into Alnwick town centre and generate economic benefits for local businesses.

Role Description

Administrative Officer for Bailiffgate Museum & Gallery

Role

This appointment is for a new Administrative Officer to replace our current post holder who is about to retire.

This is an exciting opportunity to work with a forward thinking and innovative museum team. The successful applicant will be enthusiastic and highly organised

Report to

The Administrative Officer will report to The Treasurer and Company Secretary who is currently the Transition & Programme Manager for Northumberland Hall.

Role responsibilities

The successful candidate will:

- Engage in any development, training, briefing and appraisal as part of your development throughout this programme.
- Ensure that the welcome desk and special events are fully staffed by keeping the volunteer rota up to date. This may involve weekend work.
- Maintain an effective and efficient filing system, using the Teams system to ensure that documents are up to date and available at the right time to those who need them.
- Keep an efficient and well-ordered record of meetings, events, correspondence, transactions and any other documents required to ensure the Museum functions well.
- Support the Museum managers by organising recruitment processes, induction programmes, and training for staff and volunteers
- Support volunteers who undertake work requiring a good understanding of administrative processes.
- Ensure all policies are up to date and reviewed on a rota basis
- Work with Managers to ensure that cleaning arrangements, events management and security of the building are in place.

- Ensure the loans boxes for schools are in good order and the system is well managed
- Ensure the Treasurer has well presented data in a timely manner and provide cover during their absence.
- Learn about the way the organisation works and is managed and take part in evaluation and reviews of the museum, using your learning to suggest any improvements that might contribute the smooth running of the museum the way Bailiffgate works.
- Prepare draft reports required on Bailiffgate's performance and provide data to those who need to report on specific aspects of their roles and responsibilities, if requested to do so
- Promote Bailiffgate widely by providing copy and assistance to the marketing and exhibitions teams
- Respond to telephone and email enquiries
- Maintain a clear and up to date diary of events and activities taking place in Bailiffgate
- Support the organisation of annual events for Trustees, volunteers and regular external commitments
- Ensure that Bailiffgate and funder policies are always adhered to.

Our Timetable– Applications submitted by 12 noon 7 February 2025
Interviews on the 12 February 2025
Start date 10 March 2025, or as soon as possible after that date.

The Administrative Assistant will start in March 2025 (dependent on notice) with a six- month probationary period. If the postholder is effective in that period the appointment will be extended, subject to the agreement of terms & conditions

The post holder will

1. Work with current volunteers, managing the rota, and partners / providers to ensure that the museum has effective and efficient businesses processes and staffing for the welcome desk and events across the whole week.
2. Support the work of Museum Managers and Trustees by making secretariat provision as and when required
3. Provide copy and assistance to managers to promote Bailiffgate widely through a range of media in particular social media, collaborating with other organisations eg. NHS referrals, Alnwick Gardens, Alnwick Castle, Gallery Youth, schools and universities.
4. Support the monitoring and evaluation of the museum contribute to and prepare reports to OMG, trustees and funders where appropriate.
5. Get to know the workings of Bailiffgate by learning about the business processes involved in all areas of the museum and gaining an understanding of numerous roles that Bailiffgate managers and volunteers undertake to make it the award-winning operation that it has become.

6. Learn from best practice through training and keeping up to date and using new knowledge to improve the efficiency and effectiveness of administrative support.
7. Act as the designated lead for Safeguarding, First Aid, Disaster Recovery and Risk Assessment. Training will be given.

Key performance milestones

We would want the Administrative Assistant to be aware of the following performance milestones:

- A successful 6-month probationary period
- Annual reviews

Role details

Office: Bailiffgate Museum & Gallery Alnwick

Responsible to: directly to the Treasurer and Company Secretary

Relationships: Museum visitors, partner organisations, volunteers, trustees, consultants/freelance staff.

No of days: 5 days per week

Hours: Working days will be flexible in line with the needs of the business and may include weekends or evenings.

Training: Induction into the museum will be provided and any appropriate training to fulfil the role.

Start date: March 2025 and subject to a 6-month probationary period

Personal attributes

Above all we are looking for an enthusiastic, approachable, professional and highly organised person to fulfil this role. The successful applicant will have good administrative and IT and social media skills and be familiar with Teams and Finance packages. Great attention to detail, a willingness to learn and the ability to be flexible and adaptable.

Role Specification

Attribute	Essential	Desirable	How is it assessed?
Education and Qualifications			
Computer literate – particularly using MS Word, MS Excel, Teams. Finance packages such as Sage, email, social media, internet.	✓	✓	Letter of Application Interview
Skills			
Good planning and organisational skills and the ability to work independently and to deadlines creating finished outputs of a high quality.	✓		Letter of Application Interview
Confident individual, with proven administrative skills. Great attention to detail, a willingness to learn and the ability to be flexible and adaptable.	✓		Letter of Application Interview
Understanding of appropriate methods of collection and presentation of information to inform decisions and reporting progress	✓		
Excellent interpersonal, written and oral communication skills with the ability to foster internal and external relationships and be an outstanding ambassador and advocate for Bailiffgate	✓		Letter of Application Interview
Previous success in delivering outcomes to time and a high quality, reflecting a good understanding of working to deadlines and managing reputation.	✓		Letter of Application Interview
Knowledge of the requirements of acting as lead for Safeguarding, First Aid, Disaster Recovery and Risk Assessment. (training will be given)		✓	Letter of Application Interview
A professional, sensitive and adaptable approach to receiving feedback and ongoing evaluation		✓	Letter of Application Interview
Understanding of the challenges facing the delivery and management of an expanding, ambitious and award-winning Museum & Gallery		✓	Letter of Application Interview
A good working knowledge of policies, legal requirements and issues relating to recruitment and support of volunteers and staff health & safety, equal opportunities, safeguarding etc.) as well as data handling and GDPR		✓	Letter of Application Interview

