

**Bailiffgate Museum & Gallery**  
**Museum Co-ordinator**

**Information Pack for Prospective Interviewees**

- Covering letter
- Bailiffgate History & Background
- The Bailiffgate Board
- Additional Information
- Role Description- Museum Co-ordinator



## **Dear Applicant**

Thank you for your interest in this post.

We wish to appoint a Museum Co-ordinator for Bailiffgate Museum & Gallery as our current post holder has retired.

This is an exciting opportunity to work with a forward thinking and innovative museum team at a time of significant growth. We wish to recruit an enthusiastic and highly organised Museum Co-ordinator to a full-time post. The successful person will be self-motivated, highly organised, personable and have excellent IT and social media skills.

We are seeking a charismatic, dynamic person with excellent communication skills who can work with our existing team of volunteers, visitors, exhibitors and partners.

The post-holder will inspire new volunteers to work in the Museum, liaise with the Volunteer Co-ordinator to create a well-tailored rota to ensure that activities are fully staffed and training provided for volunteers. Day to day administrative tasks include compiling regular reports, sifting and summarising information, updating documents, maintaining a well-ordered filing system and providing support for the Treasurer.

The role will involve interaction with the public, visitors to the museum, contractors and exhibitors. The successful candidate will provide secretarial and administrative support for the Organisational Management Group, the Board of Trustees and Transition and Programme Manager who is leading work on the move to Northumberland Hall. The role requires tact and discretion and will underpin the smooth running of all aspects of the museum.

The post will be a permanent salaried post, subject to a six-month probationary period. The office is currently based in Bailiffgate Museum & Gallery. In your Letter of Application please state if you are available for interview on Thursday 4 September 2025 and a start date of Monday 6 October 2025 if appointed.

Please apply via CV and Letter of Application which should not exceed two pages and demonstrate how you meet the essential and desirable criteria. The application should be submitted by 5pm on Monday 25 August 2025. If you have any questions on any aspect of the post, please contact Bailiffgate by email [chair@bailiffgatemuseum.co.uk](mailto:chair@bailiffgatemuseum.co.uk)

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.

We have over 10,000 items in our permanent collection which spans 10,000 years of history. The permanent collection is displayed over 2 floors in our current location at Bailiffgate and the top floor is a wonderful gallery space which we display 5/6 changing exhibitions a year.

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 around 62 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 the OOT Museum project which engaged over 14,000 people, won 3 national awards, completed a feasibility study for relocation to Northumberland Hall and achievement of RIBA stage 3 for the renovation using volunteers, consultants & experts when required.

People are highly valued at Bailiffgate; volunteers are the driving force of the organisation. We provide 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 and 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 and 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.

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

Informationpackmuseumcoordinator2025

These are also offered to home schooled children and childminders too and we don't 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 January 2019, we were awarded a National Lottery Heritage funded grant of almost £300,000 to take the 'Out of Town' (OOT) Museum to work within local communities in Upper Coquetdale to collect valuable memories, stories, and artefacts. The project concluded with a travelling exhibition throughout the area at the end of 2023 reaching over 14,000 people either through interviews, events, exhibitions or village shows. We were shortlisted for the AHI awards and the Marsh Awards for Volunteer Team of the year in 2023 for the OOT project and were highly commended by the judges in both awards

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 62 in 2025. Everyone is welcome at Bailiffgate irrespective of their background, age or ability.

We have brought together our volunteers 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 and this year we are hosting our local High School's end of year show. We support the Alnwick Story Fest by offering Bailiffgate as a venue since 2023. We worked with Alnwick Round Table to host events and support local charities. We were guest speakers at the Heritage Trust Conference in October 2023 to deliver a workshop sharing good practice on Volunteering.

## **The Bailiffgate Board**

Bailiffgate has a board of Trustees who bring a robust range of skills and experience to managing the charity. They meet bimonthly and the Annual General Meeting (AGM) is held in September. The Board also holds 1-2 planning and review meetings each year.

## **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 holiday accommodation, and we seek grants to make our loans boxes free to schools, care homes 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 a key part of our community, and we connect with them through newsletters, email, What's App and other social media.

## **Role Description**

---

### **Museum Co-ordinator, Bailiffgate Museum & Gallery**

#### **Role**

This appointment is for a new Museum Co-ordinator to replace our current post holder who has retired.

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 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 working with the Volunteer Coordinator to keep the volunteer rota up to date.
- Maintain an effective and efficient filing system, using Teams 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 liaising with the Volunteer Coordinator to provide 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 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 his 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
- Work with the Volunteer Coordinator to maintain a clear and up to date diary of events and activities taking place initiated by 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 5pm Monday 25 August 2025**

**Interviews Thursday 4 September 2025**

**Start date Monday 6 October 2025 or as soon as possible after that date.**

The Museum Coordinator will start in October 2025 (dependent on notice) with a six-month probationary period. If the postholder is effective in that period, the appointment will be made permanent, subject to the agreement of terms & conditions

The post holder will

1. Work with current volunteers, oversee the rota, and partners / providers to ensure that the museum has effective and efficient businesses processes
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, local businesses, schools and universities.
4. Support the monitoring and evaluation of the museum contribute to and prepare reports for Organisational Management Group, Trustee Meetings 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.

## 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

## 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 details

<b>Location:</b>	Bailiffgate Museum & Gallery Alnwick
<b>Responsible to:</b>	Directly to the Treasurer and Company Secretary initially and then to the senior post holder in the Northumberland Hall
<b>Relationships:</b>	Museum visitors, partner organisations, volunteers, trustees, consultants/freelance staff
<b>No of days:</b>	5 days per week between Monday and Saturday (one of which to support the Northumberland Hall project)
<b>Hours:</b>	Working days will be flexible in line with the needs of the business and may include weekends or evenings
<b>Training:</b>	Induction into the museum will be provided and any appropriate training to fulfil the role
<b>Start date:</b>	October 2025 and subject to a 6-month probationary period



## Role Specification

Attribute	Essential	Desirable	How is it assessed?
<b>Education and Qualifications</b>			
Computer literate – particularly using MS Word, MS Excel, Teams, Finance packages such as Sage, email, social media, internet	✓		Letter of Application Interview
<b>Skills</b>			
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
Understanding of community work and volunteering		✓	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.) Training will be given.		✓	Letter of Application Interview