



May / June 2022

**DCM Administrative Officer**  
**Hawes, near Leyburn**

**Temporary fixed term role until 30 September 2022**  
**Part-time: 15 Hours per week**

Dear Applicant,

Thank you for your enquiry in regard to the above position.

This recruitment and information pack includes the following:

- A job description and person specification;
- Background information; and
- Terms and conditions of employment.

Our online application process allows you to complete the form in stages and you can log in/out at any time. In order for the shortlisting panel to assess your application, please demonstrate how you meet the essential and desirable criteria by referring to the job description and person specification and provide examples.

The closing date for completed application forms is **11.00pm on Sunday 29 May 2022** and the anticipated interview date is **Monday 6 June 2022**.

Further information about the Yorkshire Dales National Park Authority, including our Corporate Plan is available on our web site, [www.yorkshiredales.org.uk](http://www.yorkshiredales.org.uk).

We look forward to receiving your application and thank you for the interest you have shown in working for the Yorkshire Dales National Park Authority.

Yours sincerely

**Vikki Thomas**  
**Head of HR**

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**YORKSHIRE DALES NATIONAL PARK AUTHORITY  
JOB DESCRIPTION**

JOB TITLE: Administrative Officer

GRADE: Band E

LOCATION: Hawes, Dales Countryside Museum

RESPONSIBLE TO: Museum Manager

RESPONSIBILITY FOR: No line management responsibility

**OBJECTIVES OF THE POST:**

To provide administrative support to the Museum Manager and Dales Countryside Museum (DCM) team and to other directorate functions as required.

To develop administrative systems for DCM which will provide a sustainable administrative solution for the whole team.

**DUTIES & RESPONSIBILITIES:**

Developing systems, managing and maintaining DCM filing, records, and information, including document management system, intranet pages and DCM website.

Assisting with marketing campaigns and mailings for events, newsletters and publications including production and distribution of posters and fliers. Emailing DCM news shots and upload events listings to appropriate websites.

Database management and updating including visitor database. Assisting with DCM visitor and non-visitor surveys and analysing data captured. Maintaining visitor postcode records to enable analysis

Word processing of reports and general correspondence.

Purchasing and invoicing for DCM through the Authority's finance system, Proactis, including exhibition sales, ticket sales and Friends' payments.

Managing the DCM email account, answering or passing on for responses to be made.

Providing proof-reading service and assistance with publication production.

Sending out press releases and collating press cuttings. Organising media evaluation and producing monthly reports.

Maintaining an inventory of equipment.

Maintain records of visitor numbers. Assist with production of end of season graphs and statistics and complete Visitor Attractions surveys for Welcome to Yorkshire and Visit England.

Liaising with users of meeting rooms, training and conference facilities

Assisting with events registration and evaluation.

Filing of correspondence and photocopying.

Carrying out H&S checks as detailed within the H&S action plan & property sheet.

Comply with the Authority's Health and Safety Policy and Codes of Safe Working Practice.

Such other duties as are commensurate with the objectives of the grade of the post, as directed from time to time by the Chief Executive.

**PERSON SPECIFICATION  
DCM ADMINISTRATIVE OFFICER**

<b>QUALIFICATIONS</b>	<b>Essential</b>	<b>Desirable</b>
2 or more level 2 qualifications (GCSEs) at grades 9-4 (A* to C) including Maths and English Language	✓	
<b>EXPERIENCE</b>		
Proficient in the use of Microsoft Office software, i.e. Word, Excel, Outlook	✓	
Experience and knowledge of using spreadsheets and databases	✓	
Experience of delivering excellent customer service, including dealing with members of the public in person and on the telephone	✓	
Experience of developing and maintaining administrative systems		✓
Understanding of the Yorkshire Dales National Park, the National Park Authority and the role of DCM		✓
<b>SKILLS AND PERSONAL CHARACTERISTICS</b>		
Excellent organisation skills	✓	
Excellent and effective communication and inter-personal skills	✓	
Ability to prioritise workload effectively to meet deadlines and manage competing demands		
A supportive and co-operative team member with the ability to work independently using own initiative	✓	
The skills and ability to deal with customers courteously and efficiently	✓	
Professional and proactive approach to work	✓	



**DCM Administrative Officer**

**Based at Hawes, near Leyburn**

## **Background**

The Yorkshire Dales National Park was designated in 1954 in recognition of its extraordinary natural beauty, the diversity of its wildlife habitats, its rich cultural heritage and its fantastic opportunities for outdoor recreation. It is a dramatic upland dissected by numerous long glaciated valleys or dales with a resident population of over 23,000 people. The area is a working landscape, with agriculture, quarrying and tourism, offering the main employment opportunities. Indeed, it is the long history of people settling in and working this harsh environment that has created a cultural landscape recognised today as one of the most distinctive in Western Europe.

The Park is looked after by the Yorkshire Dales National Park Authority and it's the Authority's job to care for this very special place and its communities and to help people understand and share in it.

The National Park was extended to the north and west on 1 August 2016, it now covers an area of 2,179 square kilometres (841 square miles).

It is one of a family of 15 National Parks in the UK, protected for future generations to enjoy. Truly Britain's breathing spaces.

From 1974 the whole of the Yorkshire Dales National Park was administered by a Committee of North Yorkshire County Council but, as a result of the Environment Act 1995, the new National Park Authority was established on 1<sup>st</sup> April 1997. The Authority remains within the framework of local government but is independent of the counties and districts. The Authority now consists of both county council and district council representatives as well as parish representatives and members appointed by the Secretary of State.

The 1995 Environment Act revised and updated the purposes of national parks which are:

“conserving and enhancing the natural beauty, wildlife and cultural heritage of the areas, and promoting opportunities for the understanding and enjoyment of the special qualities of those areas by the public”.

In pursuing these purposes, the Authority:

“shall seek to foster the economic and social wellbeing of communities within the National Park.”

The National Park Authority is advised by the Chief Executive (National Park Officer), who is supported by approximately 165 staff.

## **Terms and condition of employment**

### **Pay**

This role has been confirmed as a Band E

Salary: £20,043 to £22,571 pro rata, per annum

### **Work Base**

Dales Countryside Museum, Station Yard, Burtersett Road, Hawes, DL8 3NT

There may also be some travel within the Park required as part of the role.

### **Pension**

Staff meeting the minimum criteria are automatically brought into the Local Government Pension Scheme (LGPS), unless they elect otherwise.

### **Hours of Work**

The hours of work are 15 hours per week.

A flexitime scheme is in operation. This allows you to vary your start and finish times within set parameters to help your work fit in with your social and domestic responsibilities. If you have accrued sufficient time, the scheme allows you to take up to 12 days, pro rata'd, extra leave during the year.

### **Holidays**

The holiday entitlement is based on length of continuous service within Local Government or related employment and calculated on a pro rata basis for part time staff.

On commencement of employment: 25 days.

After 1-year continuous service: 26 days.

After 2 years' continuous service: 27 days.

After 3 years' continuous service: 28 days.

After 4 years' continuous service: 29 days.

After 5 years' continuous service: 30 days.

Plus Bank Holidays.

### **Training and Development**

The Authority is committed to the professional and personal training and development of its staff. To support this, the Authority has achieved the national Investors in People (IIP) Standard.

An appraisal scheme is in place for all staff and opportunities to undertake in-house and external training programmes are available.

## **Recruitment Clearance**

The offer of appointment is subject to confirmation of right to work in the UK, medical clearance by Occupational Health and the receipt of satisfactory references.

## **Miscellaneous**

New entrants to local government are subject to a probationary period of six months.

The notice period applicable to this post is one month.

## **Application process**

The online application form can be completed in stages and you can login/logout at any time. In order for the shortlisting panel to assess your application, please demonstrate how you meet the essential and desirable criteria by referring to the job description and person specification and provide examples.

Applications must be submitted **by 11.00pm on Sunday 29 May 2022**, to be considered by the selection panel. Once you submit your application online you will receive an email to confirm receipt.

## **Anticipated interview date – Monday 6 June 2022.**

Our recruitment process treats all job applications equally, regardless of age, disability, gender identity, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristic. That said, we particularly encourage applications from people from Black, Asian and other minority ethnic (BAME) backgrounds, as this group are currently under-represented throughout the Authority.

For an informal chat about this vacancy, please contact Fiona Rosher, Museum Manager, on 01969 666219 or [Fiona.Rosher@yorkshiredales.org.uk](mailto:Fiona.Rosher@yorkshiredales.org.uk)