

Executive Assistant (Operations)

RECRUITMENT PACK

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Executive Assistant (Operations)

Directorate	Operations
Department	Commercial Enterprises
Reporting To	Executive Director (Operations)
Salary	£30,329 per annum
Contract	Maternity Cover (Fixed term for 1 year or until the post holder returns, whichever is sooner)
Working Hours	40 hours per week
Probation Duration	6 months
DBS Check Required	Basic
Holiday Entitlement	30 days plus public holidays
Location	Liverpool (Hybrid)
Closing Date & Time	Thursday 4 th June at 12:00 noon
Interviews	Friday 12 th June 2026 & Monday 15 th June 2026

About the Role

Reporting to the Executive Director (Operations), you will provide high-level administrative and operational support to senior leaders across the Operations directorate. You will play a key part in ensuring the smooth and effective running of the directorate through diary management, coordination, communication, and support with governance and departmental processes, enabling senior leaders to focus on strategic priorities and delivery.

To be successful, you will be comfortable working in a fast-paced environment and managing multiple priorities with accuracy and attention to detail. You will bring excellent organisational skills, a proactive approach, and the ability to exercise discretion and professionalism when handling sensitive information on a day-to-day basis.

Key Responsibilities

Executive & Operational Support

- Provide comprehensive support to the Executive Director (Operations) and senior leadership team.
- Act as a key point of contact, managing correspondence, enquiries, and stakeholder communications with professionalism and discretion.
- Manage complex diaries, prioritising meetings and ensuring effective use of senior leaders' time.
- Act as a "gatekeeper", using judgement to manage competing priorities.

Meetings, Governance & Coordination

- Plan, coordinate and service senior-level meetings. This includes preparing agendas, papers and briefings, minute taking, action tracking and follow-ups, and liaising with internal and external attendees.
- Support the coordination and flow of information across directorates.

- Maintain oversight of actions, decisions and key documentation to ensure deadlines are met.

Financial & Administrative Management

- Support budget administration, including tracking expenditure, maintaining records and assisting with forecasts.
- Process expenses, travel and procurement, in line with organisational policies.
- Maintain accurate administrative systems, logs and records.

Communication & Relationship Management

- Build effective working relationships with senior stakeholders, trustees, partners and colleagues at all levels.
- Facilitate clear communication between Operations, other directorates and external contacts.
- Provide support to organisation-wide initiatives, projects and events, as required.

General & Organisational Responsibilities

- Handle sensitive and confidential information with the highest level of integrity.
- Contribute to continuous improvement, including identifying more efficient ways of working.

You'll Be Expected To

- Adhere to the standards expected of all public services as defined by the HM Treasury publication "Managing Public Money". Those standards are honesty, impartiality, accountability, openness, accuracy, reliability, transparency, objectivity, integrity and fairness.
- Assist in developing and implementing our commitment to Equality, Diversity & Inclusion and promote non-discriminatory practices in all aspects of work.
- Continue to grow your knowledge and skills through the undertaking of professional development, which is established with your manager through an annual performance development review.
- Fully understand and adhere to all of National Museums Liverpool's policies, procedures and guidelines in your day-to-day work, including Security, Health & Safety, Equality & Diversity and Safeguarding. You will also actively uphold the Museums Association Code of Ethics.
- Perform additional duties from time to time, as required.

People Management

- No people management responsibilities.

Impact & Influence

- Act as a central coordination point for the Operations directorate, supporting effective information flow, meeting governance and follow-up.

- Enable informed decision-making through clear documentation, accurate records and effective coordination.
- Contribute to the smooth delivery of directorate-wide initiatives and operational priorities.

Decision Making

- Use judgement to manage competing priorities, diary demands and access to senior leaders.
- Make day-to-day decisions on meeting coordination, scheduling, information handling and administrative processes within agreed policies and procedures.

Communication & Networking

- Communicate confidently, clearly and professionally with senior leaders, trustees, colleagues, partners and external stakeholders.
- Act as a trusted point of contact for internal and external enquiries relating to the Operations directorate.
- Use strong interpersonal skills to build working relationships across all levels and departments, supporting cross-directorate collaboration.

Resource Management

- Manage administrative systems, records and information resources effectively.
- Support financial administration and tracking. There is no budget-holding responsibility.

Qualifications

- No formal qualifications required.

Experience & Knowledge

- Proven experience providing Personal Assistant and/or Executive Assistant support to senior managers or directors.
- Experience preparing agendas, minutes, briefings and reports.
- Experience handling confidential and sensitive information appropriately.
- Experience supporting administration, including budget tracking and the use of spreadsheets.

Skills

- Excellent diary management and meeting coordination skills.
- Strong organisation skills, with the ability to manage multiple priorities.
- Strong proficiency in Microsoft 365 applications including Teams, Outlook, Word, Excel and PowerPoint.

Behaviours & Competencies

- Proactive, flexible and adaptable.
- Collaborative.

- Solutions-oriented, with the ability to identify improvements to processes and ways of working.
- Detail-focused with strong follow-through.
- Professional, calm and credible.
- Exercise discretion and integrity, managing confidential information and senior priorities with sound judgement and accountability.
- Plan, prioritise and deliver high-quality work in a fast-paced environment, ensuring meetings, actions and deadlines are managed effectively.
- Ability to work independently, using initiative and make sound decisions under pressure.
- Demonstrate inclusive behaviours aligned to organisational values.

Additional Information

- Location: Hybrid working – including both the use of in-venue hot desking and meeting facilities in Liverpool City Centre and working from home.

We work in line with the Disability Confident scheme and are committed to actively promoting and implementing equality of opportunity in all that we do. We value diversity and treat everyone fairly and equally. We ensure our recruitment process is inclusive and accessible, and we welcome applications from all backgrounds. We support our staff through unexpected life changes by providing an Employee Assistance Programme and reasonable adjustments that enable continued employment.

This job description is intended as a guide to the nature of the work required of the prospective employee. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that may be required in the future

Employee Benefits

- 35% staff discount in all our Cafés
- 25% staff discount in all our Shops
- Employee Assistance Programme
- Employee Recognition Schemes (including a Good Deed Feed)
- Employee Benefits Portal: High Street discounts, retailer discounts, locally negotiated discounts, Cycle to Work Scheme, Travel Loan Scheme, Eyecare Scheme and Smart Pay Scheme
- Comprehensive training and development

Staff Groups & Committees

- Equality Diversity & Inclusion (EDIG)
- Global Ethnic Majority (GEM)
- Disability & Mental Health
- Emeriti
- LGBTQ+
- THRIVE Engagement
- Ethics
- Environmental & Sustainability Taskforce

How to Apply

If you're still interested in becoming part of National Museums Liverpool, then what are you waiting for? You can apply for this role through our online recruitment platform before the closing date.

Don't forget to provide an up-to-date CV along with a supporting statement completed within the application form that outlines why you're suitable for this role – highlighting relevant experience, knowledge and skills in response to the requirements set out in the recruitment pack above.

If you require an alternative method of application, or assistance with our online recruitment platform, please contact the People Team at Recruitment@liverpoolmuseums.org.uk.

Candidates who have concerns about the recruitment or selection process, including potential breaches of our policy or issues relating to fairness, accessibility, safeguarding or conduct, should raise these with the People Team in the first instance via the email address above. Concerns will be handled sensitively, reviewed promptly, and responded to in line with National Museums Liverpool's commitment to fair and transparent resourcing practices. Where appropriate, matters may be escalated in accordance with our wider governance and safeguarding procedures.

Get to Know Us

Our people are at the heart of National Museums Liverpool, and each employee makes a difference every day. Together we create memorable experiences for everyone and challenge expectations.

We pride ourselves on being a place for everyone, where we can be our true selves in a supportive environment and do our best work. We are always aiming higher, aspiring to be more representative of the communities we serve. Through our people, we are building a culture that embeds trust, respect and inclusion, helping us to evolve as an organisation every day.

With seven extraordinary museums and galleries housing and caring for over 4 million objects of international importance, exciting exhibitions, exquisite events and imagination-inspiring learning, we are certainly never dull. We hold in trust and safeguard some of the world's greatest museum collections, which are universal in their range – covering everything from archaeology and ethnology to natural and physical sciences, fine and decorative arts, maritime, social and industrial history.

Whether you work in our shops and cafés, at our events, in our visitor experience, engagement, producing and communicating teams, or curating and caring for our collections, you can be sure of an interesting, engaging and encouraging environment in which to thrive and be proud.

You should find everything you need in this recruitment pack to help you decide whether you share our values and possess the right skills, experience and knowledge to be successful in this role. Don't forget to explore liverpoolmuseums.org.uk, where you'll find a whole host of other information that will help you discover more about who we are and what we do.

We look forward to receiving your application.

Laura Pye
Director

Mission

To create memorable experiences, for everyone, challenging expectations.

Vision

National Museums Liverpool is a group of very different and wide-ranging museums and galleries. Established more than 150 years ago as a complement and counterbalance to the museums in London, it was brought together in 1986 as a nationally funded group, as a symbol of hope and regeneration and because of the global importance of our collections.

We are seven exceptional museums and galleries, sharing important stories from ancient times to today through our more than four million objects.

As an organisation we are **Welcoming, Honest and Educational**, and as a team we are **Trustworthy, Respectful and Inclusive**.

By 2030, we want to be the best museum “league” in the world. A league recognised as the best of the best—like the Champions League, the NFL, or the Premiership—we want our museums and galleries to be places that everyone wants to see and that all stakeholders want to be associated with. In our buildings and online, we will have world-class displays and engagement programmes that make everyone feel welcome. “Off the pitch”, our world-class collections and colleagues will be supported to be their best and given great facilities. We will embrace the fact that each “team” in our league is unique, with its own fan base and individual stars. Collectively, we want to be a league that all museums will aspire to be part of and that is recognised externally as a leading example.

In delivering this vision by 2030...

- we will have the most representative audience and colleague profiles within the museums sector in the UK.
- we will engage over ten million people each year: more than four million visitors to our museums and galleries and a further six million through digital engagement, touring exhibitions and outreach.

- we will be a place where people want to work, are happy to work and proud to work together.
- we will generate over £50,000 a day, more than half our turnover, through commercial business, grants and gifts.
- we will ensure that we provide great facilities to look after our valuable collections and colleagues, with accommodation fit for the next 30 years.
- we will encourage all schools in the Liverpool City Region to visit at least one of our museums and galleries each year.
- we will celebrate the unique identities and collections of our museums and galleries, play to their strengths and delight their different audiences.
- we will be recognised as a valued leader of cultural and economic growth for the city, the city region and the north of England, and as one of the world’s finest museum groups.

Aims

To achieve our mission and vision we will focus on six strategic aims:

- Be more representative
- Be more self-sufficient
- Provide memorable experiences
- Partner and influence
- Engage and empower
- Be more sustainable

We recommend reading our Strategic Plan to find out more about our ambition.

Useful Links

- [Our Story](#)
- [Our Venues](#)
- [Strategic Plan & Annual Performance](#)
- [Senior Staff](#)
- [Board of Trustees](#)
- [RESPECT Group](#)
- [Partnerships](#)
- [Reports & Policies](#)