

DIRECTORATE: Tyne & Wear Archives & Museums

DIVISION

POST TITLE Resource Co-ordinator (TWAM) (A4595)

EVALUATION 436 Points **Grade: N05**

RESPONSIBLE TO Head of Finance, Governance & Resources

RESPONSIBLE FOR N/A

JOB PURPOSE To ensure the effective management and coordination of rosters, and allocation of associated staff to ensure the appropriate level of resources are available to TWAM

Main Duties: The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. In consultation with venues and other teams, develop, evaluate and support implementation of appropriate cost effective and efficient rosters, timetables and shift patterns for staff across TWAM to meet day to day public opening as well as out of hours commercial requirements.
2. To forward plan and organise the efficient deployment of operational staff across TWAM, to ensure adequate cover is in place for all shifts and cover is in place as appropriate for sickness, leave, training and other absence.
3. To calculate annual leave and co-ordinate administration of requests for leave from front of house staff.
4. To be the direct point of contact for venue management, commercial and other teams to ensure all staffing requirements and issues are identified and resolved.
5. Maintain excellent relationships with colleagues in Employee Services, Finance and HR to ensure all staff working hours and absences are recorded and processed accurately and timely.
6. To monitor and support the administration of procedures for recruitment and selection, induction, training and development for front of house and other casual staff.

7. Ensure compliance of roster pattern development and shift allocation in line with appropriate legislation.
8. To ensure that records are held in accordance with procedures and to ensure the availability of accurate information for the effective delivery of the service.
9. To prepare and produce comprehensive information, statistics, reports and presentations as required.
10. To administer any IT based roster solution.
11. Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
12. Promoting and implementing the Council's Equal Opportunities Policies in all aspects of employment and service delivery.