

JOB DESCRIPTION



Job Title: Corporate Events Manager
Division: Learning and Visitor Experience
Department/Section: V&A Museum of Childhood
Contract: Part time, 3 days per week
Reporting to: Head of Operations

BACKGROUND

The V&A Museum of Childhood (MoC) is a branch of the Victoria & Albert Museum - the world's greatest museum of art & design - and is located in Bethnal Green, east London. The MoC holds in trust for society the UK's finest and largest childhood collections. Alongside the permanent collections, the MoC delivers a programme of temporary exhibitions and displays, and comprehensive Learning and Community programmes for schools, families, community groups and adults, including a number of academic partnerships with other institutions. We aim to be accessible to a wide and diverse audience.

The Museum of Childhood has a vacancy for an experienced Events Assistant, to promote the MoC as a venue for private and corporate hire and to ensure efficient and effective supervision of commercial hire events while maximising income and monitoring costs.

KEY RESPONSIBILITIES

- To ensure the efficient and effective management and delivery of Corporate Events at the MoC
- Research opportunities to promote the MoC as a venue for Private Hire
- To ensure the satisfaction and enjoyment of clients and guests, consistent with the reputation of the MoC, its events offer and approach to client management
- To meet annual income targets
- To ensure the appropriate and sympathetic use of the Museum for events and ensure clear communication and build on good relations with Museum staff

SPECIFIC DUTIES:

- To answer event enquiries, undertake site visit and oversee events to a high standard
- To deliver full and effective supervision of all contractors (e.g. caterers, florists, lighting and production companies), ensuring all procedures and guidelines are available and understood
- To ensure that the Museum is treated with respect, that Health & Safety guidelines are adhered to, and that the Museum is returned to normal for the public after each event
- To treat clients, guests, contractors and colleagues with respect and professionalism, ensuring that the reputation of the Museum brand and its commercial events business are upheld at all times

- To liaise with Museum colleagues and use published information sources to ensure accurate information on any gallery re-fits, closures, access, opening policies etc. that may impact on the successful delivery of events
- To be well informed of the Museum's Public Programme including knowledge of forthcoming exhibitions
- To attend meetings with clients to discuss confirmed bookings and meeting on site with contractors
- To ensure that documentation is kept up to date with details of events clients and prospects and invoicing, correspondence, marketing and mailings are dealt with in a timely manner
- Research event marketing opportunities and develop a marketing strategy for Museum events
- To respond to incoming email and telephone enquiries within a set time frame

GENERAL:

- Attendance at appropriate events outside normal working hours
- Be committed to health and safety and ensure familiarity with all of the Museum's health and safety policies and procedures
- Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on museum premises
- Work within Departmental guidelines on computer security, record-keeping and data protection (Data Protection Act)
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the Museum's strategy for widening access, inclusion and diversity
- Carry out ad hoc duties as requested by appropriate managers within your department
- The post will require evening and early morning work, including running morning and evening events. Standard hours are Monday to Thursday, 09.00 – 17.15 and Fridays 09.00 - 17.00

PERSON SPECIFICATION

The successful candidates must be able to demonstrate the following:

Essential Requirements

- Solid and demonstrable experience in a comparable events role
- Highly professional, confident and well-presented with a positive, 'can-do' attitude
- Excellent communication skills: proficient at managing caterers and other event suppliers
- Excellent planning and time management skills: good at working under pressure, prioritising and managing multiple requirements
- Ability to be a team player, both within the Operations team and the wider Museum.

- Excellent written and verbal communication skills with exceptional attention to detail
- Availability to work outside usual office hours

Desirable Requirements

- Previous experience of delivering events within an arts/heritage venue
- Knowledge and understanding of Health and Safety obligations

OTHER INFORMATION

Hours/Salary:

Net working hours (i.e. excluding meal breaks) are 21.75 per week.

The FTE salary for this role will be £28,000 - £31,000 per annum. Pro-rated to £16,912 - £18,729 per annum. Salaries are reviewed on an annual basis.

Annual leave:

28 days plus 8 days public holidays pro rata

Pension benefits:

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

Other benefits:

Non-contributory life assurance policy (to value of 4 x annual salary)

An interest free season ticket or bicycle loan is available after three months.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant

Discounts on purchases in V&A shops

Childcare Voucher Scheme

Application process:

Please apply online via the V&A's website at www.vam.ac.uk/jobs

If you have any queries regarding the recruitment process, you can email us – hr@vam.ac.uk or telephone us on 020 7942 2937.

Closing date for receipt of applications is Midnight on 02 June 2017

Interviews to be held on 21 June 2017.

Interview expenses will not be paid unless there is a prior agreement.