

National Army Museum Trading Ltd (NAMTL)

Royal Hospital Road, Chelsea, London SW3 4HT

Enterprise Division

Post: Events Assistant - Venue Hire

Post No: 232

Reports to: Head of Commercial

Scope

This is a unique opportunity to join a passionate and committed team. The role is integral to the efficient co-ordination and delivery of events; from first point of contact through to the successful delivery of the event. The role will support in the delivery of outstanding service and experience for all event hire clients, and contribute to maximising income generation.

Job role

The job holder will be the initial point of contact for all incoming event hire enquiries and will support in generating revenue from the Museum's spaces by pro-actively selling and encouraging conversion from enquiry to booking. In addition the job holder will be responsible for supporting the development of the Museum's reputation as a venue and providing world-class service to enhance the client and guest experience. The job holder will co-ordinate the operational administration and will be highly organised, have an eye for detail, be able to multi-task, and confidently communicate with both internal and external contacts and clients.

1. Job Description

Venue Hire – Event Administration and Hire

- (a) Acting as the initial point of contact for all venue hire enquiries; including corporate hire and Army groups. Confirming availability, arranging and delivering show-rounds and making provisional bookings in the events diary.
- (b) Managing appropriate processes and systems, including the diary of provisional and confirmed bookings, and regularly circulating booking information to the appropriate staff.
- (c) Supporting in the preparation of quotes and proposals for clients and ensuring all enquiries are followed up promptly and professionally to maximise conversion rate from enquiry to booking confirmation.

- (c) Ensuring the accurate drawing up agreed order agreements and co-ordinating with the client and finance team for prompt invoicing and payment prior to the event.
- (c) Liaising with colleagues in finance to chase unpaid or outstanding invoices.
- (d) Maintain relationships with partner agencies, external suppliers and venue hire organisations, ensuring content is kept up to date.
- (e) Maintaining and updating the CRM database accurately, ensuring client and business contact details are kept up to date and are GDPR compliant.

Event Management

- (a) Supporting in the set-up and delivery of both corporate hire and Army hire events.
- (b) Compiling and circulating event schedules, in a timely manner, to all relevant internal and external staff and clients.
- (c) Supporting in ensuring all logistical and technical requirements are effectively planned in and met.
- (d) Liaising with clients and internal suppliers to ensure operational requirements are co-ordinated.
- (e) Supporting in the smooth running of events by working with suppliers and clients and acting as the venue point of contact on the event day.
- (d) Ensure the museums standard of service and safety are maintained by ensuring full documentation is received in advance of the event and monitoring supplier activity whilst onsite.
- (d) Keep museum departments aware of upcoming events and any potential impact on the museums operation.

Service, Client and Guest Care

- (a) Support in managing the relationships with clients to provide world-class service and professional experience for the customer, to encourage repeat business.
- (b) Act as an ambassador for the Museum during both corporate hire and Army hire events.

- (c) To ensure all corporate hire and Army hire clients are treated as valued clients and customer service from start to end is delivered to a high standard.

2. Resource Management

- (a) Responsible for the motivation, management and training of designated Museum staff, contractors and volunteers, exercising a proper duty of care over them.

3. Internal Relationships

- (a) Maintain effective communication and team working to build strong internal relationships with all Museum departments.
- (b) Working closely with the Head of Commercial and Partners and Patrons Manager to generate income and co-ordinate and support in the set up and delivery of all museum space event hire.
- (c) To work closely with the Facilities and IT staff in organising and co-ordinating events, and ensuring the smooth running of events

4. External Relationships

- (a) To work closely with all in-house contractors (including catering, security and cleaning) in the provision of excellent customer service.
- (b) Maintain effective communication with all Army event hire groups; to support and develop Museum reputation and encourage a strong client relationship with all Army groups.
- (c) To communicate effectively and maintain good working relationships with all external suppliers.

5. Risk Management and Health & Safety

- (a) Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.
- (b) Attend regular Health and Safety training sessions to ensure an up-to-date knowledge of procedures and best practice.
- (c) Responsible for ensuring the health, safety and welfare of members of the public, staff, contractors and volunteers in all event hire matters.

- (d) Be fully conversant with relevant statutory Health & Safety at Work Regulations and act in accordance with the contents of the Museum's Health & Safety at Work Manual, Fire Orders and Museum Security Orders at all times. He/she will be responsible for ensuring that these instructions are implemented within the designated management area.

6. In addition, the post-holder is required to: -

- (a) Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
- (b) Ensure that the Museum's Accounting and Financial procedures are strictly adhered to and embed a culture of control and financial discipline.
- (c) Play a full part in the generation of income, and to avoid breaches of financial regularity and propriety, the misapplication of funds, or waste of resources. Effectively managing delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer. To promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Leadership Team.
- (d) Take due care to assess and manage risk, having regard to the NAM's Risk Management Policy; (*Risk Management at the NAM: Matrix of Risks*).
- (e) Carry out his/her duties in accordance with the NAM's Equal Opportunities Policy.
- (f) Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other NAM property or services are held, or carried on, as and when necessary. The post-holder will be required to work off-site including at the Museum's facilities at Stevenage. UK and some foreign travel may be required.
- (g) The post-holder will be based at the Museum in Chelsea.
- (h) The post-holder must co-operate fully with the Management of the NAM in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Leadership Team.

- (i) Chair Museum committees, teams and working parties, as delegated, represent the Museum on external committees as required.
 - (j) Make presentations to the NAM Council (Trustees), the Director, Senior Leadership Team and members of staff.
 - (k) If the Museum's operational needs make it necessary, the post-holder and/or Enterprise function may be assigned to any other Museum Department or Division.
7. The appointment is permanent (subject to a six month probation period) and part-time, working 30 hours per week (net), 4 days out of 7. The salary is £25,388pa (pro-rata) inclusive. Evening and weekend working will be required. The post-holder is required to give a minimum of three months' notice in resigning.
 8. The appointment will be subject to a security clearance.
 9. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
 10. The National Army Museum is an equal opportunities employer.

Justin Maciejewski, Director
National Army Museum

May 2022

Signature: Date: