

Bookings co-ordinator

Reports to: ticketing experience manager

Department: Visitor Experience

Contract: permanent, full-time

Overview

An exciting opportunity has arisen for a Bookings Co-ordinator to join the Visitor Experience team. The Visitor Experience team provide a fantastic welcome, excellent customer service and engage with audiences of all ages and backgrounds in our amazing new home in Kensington.

This key role is responsible for administering bookings for our full range of ticketed events, including exhibitions, formal learning programmes and public programme events including family workshops, talks and courses.

It provides excellent customer service and comprehensive support to a wide range of audiences in booking activities via telephone and online. The role includes performing data capture to support marketing of activities and reporting on Key Performance Indicators (KPIs), and resource management.

As the first point of contact for group booking enquiries and colleagues within the museum, the post-holder will be a resourceful and energetic individual with excellent communication, organisational and analytical skills. By providing support, co-ordinating activity and sharing information, this post is a vital link between Learning, Marketing and Visitor Experience and will contribute towards the smooth-running of all departments.

Job description

Bookings

- To prepare and manage events and tickets for sale in the Digitickets platform and to co-ordinate all related administration, including the initial booking of spaces and resources to enable events to take place
- To support regular reporting and review of visitor figures to enable KPIs to be monitored across the Learning and VE departments
- To send information and confirmation packs to individuals and groups visiting museum exhibitions and taking part in learning activity
- To manage day-to-day bookings of rooms within the Swarovski Foundation Centre for Learning in liaison with Learning, Visitor Experience, Operations and Events
- To be responsible for financial processing of ticket bookings and refunds, liaising directly with the Finance Team and with the Head of Learning to produce regular reports and to maintain up-to-date records of transactions

- To support the delivery of Learning and Public programme events by providing regular information on booked groups, delegate lists and reports on bookings
- To support additional staff working within the team providing them with updates and basic training requirements

Administration

- To act as a Safeguarding Officer within Visitor Experience, handling bookings data for under 19s and other vulnerable visitors, logging reported incidences that relate to child protection, providing advice to colleagues, and to be a member of a safeguarding steering group
- To maintain and manage a database of audiences and stakeholder contacts details taken from bookings, using the museum's CRM.
- To support the Ticketing Experience Manager in setting up and managing events in the Digitickets ticketing software package
- To act as the VE Departmental lead user of the museum's CRM database
- To collate and prepare communications to support the VE team briefings

Cross-departmental communication and coordination

- To liaise with key internal and external stakeholders to ensure the smooth running of learning department activities. This includes scheduling regular briefing meetings with duty managers and the Visitor Experience team
- To attend operational and inter-departmental meetings to represent publicly bookable activities

Marketing and Digital Content

- To work with Learning and Communications to ensure information on the museum website relating to bookings is up to date and accurate
- To share feedback from visitor bookings to Learning and Communications to support future planning and marketing

Person specification

Knowledge, skills and experience

Essential

- Excellent written and verbal communication and numeracy skills
- Demonstrable in depth experience of a capacity-based ticketing software package
- Excellent IT skills including use of Microsoft Office applications, including Excel
- Demonstrable administrative experience, able to initiate own priorities as well as respond to deadlines
- A keen eye for detail focussed on delivering excellent service to external and internal customers

- High level of trustworthiness to deal with issues relating to safeguarding of children and vulnerable adults
- Experience in staff training and support

Desirable

- Working knowledge of the formal education sectors
- Experience of working across departments and of multitasking between administrative duties and public enquiries
- Technical competence and the willingness to learn about new systems such as website Content Management Systems, the museum's online finance system and other applications unique to the Design Museum
- Experience of setting up new administrative systems to manage data effectively and efficiently

Terms and conditions

Salary: £20,000 per annum

Holidays: 25 days per annum

Hours: full-time, 40 hours per week

The museum offers many other benefits including access to a defined contribution pension scheme, season ticket loan, childcare voucher scheme, cycle to work scheme, free entry for friends and family to the museum, a variety of staff discounts including the museum shop and restaurant and free entry to a wide number of galleries and museums in London.

Application process

To apply please email a covering letter which addresses the criteria as set out in the person specification, CV and Applicant Information Form to: applications@designmuseum.org

Please quote job ref: BookCo-ord/2018 in the email subject header
Closing date for applications: Sunday, 28 January 2018 at midnight
Interviews: week commencing 5 February 2018

Due to the high volume of applications the museum receives we are unable to provide a response to applications on an individual basis. If you do not receive a response from us within two weeks of the closing date then you can assume that you have not been successful on this occasion.

The Design Museum is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

About the Design Museum

The Design Museum is building the world's leading museum devoted to contemporary design in every form from furniture to graphics, and

architecture to industrial design. For the Design Museum, design is a continually evolving subject which it explores through its exhibitions programme, permanent collection, learning and research activities. It is a way to understand the world and how you can change it. The museum's mission is to create the most engaging, exciting and inspiring design museum in the world.

Thirty-five years ago, Terence Conran established the forerunner of the Design Museum, the Boilerhouse, in the basement of the Victoria and Albert Museum (V&A) in London. As planned, the Boilerhouse quickly outgrew the V&A and in 1989 it moved on to become the Design Museum, in an architecturally striking transformation of a Thameside warehouse near Tower Bridge. Since then it has emerged as an institution with international status and significance, playing an important role in putting design and architecture on the cultural agenda.

The museum recently relocated from its home in Shad Thames to the landmark 1960s building in Kensington, West London. Leading designer John Pawson converted the interior of the building creating the museum's new home, giving it three times more space in which to show a wider range of exhibitions, showcase its world class collection and extend its learning programmes.

Our mission, vision and values

Our vision

We want everyone to understand the value of design

Our mission

To create the most inspiring, exciting and engaging Design Museum in the world

Our values

Welcoming everyone to the museum and making them feel it's a place for them

Collaborative engaging with many partners to bring our vision to life

Enterprising working hard to make the museum a financial success and build a strong commercial reputation

Provocative challenging people to look and think afresh about design

designmuseum.org