

## events officer

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**Reports to:** head of events

**Department:** commercial

**Contract:** fixed-term, 1 year appointment

### Overview

The Design Museum has reopened in a fantastic new space in Kensington. The museum's Events department hosts a unique offering of events in this stunning new space, including conferences, award ceremonies, dinners, drinks receptions and screenings. There is now an exciting opportunity for an Events Officer to join the team. Reporting to the Head of Events and the Events Managers, the Events Officer is responsible for the successful delivery of a portion of commercial hire and internal events for the Design Museum. They will also be responsible for the operational delivery of smaller scale commercial events, internal events and will support the Events Managers on larger scale projects.

The Events Officer will ensure that events are run as successfully and efficiently as possible – in line with current Health and Safety legislation - to enhance the reputation of the museum as an events venue and maximise opportunities for repeat business.

The Events Officer will liaise closely with colleagues including Visitor Experience, AV, Operations, Catering, Learning and Development to maximise the opportunity to generate income for the museum from all sources.

### Job description

#### Sales and marketing (external venue hire)

- Proactively contribute to delivering the annual events income and profit targets.
- Work with Head of Events to produce and maintain marketing materials and procedures designed to promote the Design Museum as a dynamic and contemporary events venue.
- Produce marketing material for UVL in collaboration with the Event Managers.
- Keep the commercial hire pages on the Design Museum website and external promoter websites updated as directed.
- Maintain the event client database within the CRM system.
- Use knowledge of the Design Museum's programme, vision and values to project a positive representation of the museum whenever engaged in dialogue with external contacts.
- Manage select site visits for clients, show casing the venue spaces and services to maximise conversion to sales.
- Ensure upselling and cross marketing is undertaken to promote other museum products and services to clients.

### **Event Management**

- Efficiently plan and deliver a selection of smaller scale commercial and internal events on behalf of the museum in conjunction with the Visitor Experience team as required.
- Support the Events Managers and Head of Events in planning and delivering large scale projects and events.
- Ensure that the Design Museum's standards of service and safety are maintained at all times by monitoring all supplier activity.
- Keep all museum staff informed of forthcoming events and their potential impact on the museum's operation.
- Ensure that all contractual, technical and logistical requirements for events are met, ensuring that the highest production and presentation standards are achieved for each client.
- Ensure the museum's equipment and facilities are well looked after and not removed from site during events.
- Work with and support volunteers to ensure their full integration into the museum.

### **Service, client and guest care**

- Effectively manage relationships with both clients and potential clients to provide a first class service and professional experience for the customer encouraging repeat business.
- Develop and maintain excellent, positive and progressive relationships and open communications with colleagues at all times.
- Ensure high-quality detailed pre-shift briefings are carried out before every event to improve product knowledge and service quality.
- Ensure the quality and service delivery for internal events is on par with external events, and supports the museum's funding commitments.
- Efficiently manage customer feedback, promptly addressing and resolving any issues.

### **Administration**

- Contribute to overseeing and reviewing the internal administrative processes for events including; risk assessments; booking procedures; contracts and terms and conditions; invoices and post-event evaluation to streamline procedures and improve effectiveness of service.
- Ensure that all events information including event bookings, prospect information and financial records are fully updated on the CRM system.
- Manage the venue hire inbox effectively to ensure prompt responses to enquiries.
- Assist the Head of Events with other administrative tasks.

### **Management of internal and external resources**

- Play an active role in managing the Design Museum Kensington events diary, ensuring the use of venue spaces is maximised to

successfully deliver both external venue hire and internal events, in accordance with the relevant departmental plans and targets.

- Plan the use of resources including furniture, audio visual and IT, cleaning, catering and other supplies to ensure all events can be delivered to the agreed standard and budget.
- Liaise with other departments, e.g. Operations, IT and AV, Catering, to effectively deliver these resources to each event.
- Ensure external suppliers are effectively managed at each event.

### **Reporting, legal and financial management**

- Prepare weekly event sheets for team meetings and for circulation.
- Ensure the paperwork for each internal and external event is filed appropriately.
- Assist with recording of financial information on the events budget sheet.
- Contribute to regular reporting on number of new external enquiries, number of show rounds, provisional bookings and confirmed bookings.

### **Compliance**

- Ensure all events are planned within the scope of the Design Museum lease provisions.
- Ensure standards of safety, hygiene and tidiness are maintained throughout the event spaces areas.

### **Person specification**

#### **Knowledge, Skills and Experience**

- Significant experience of event management and/or experience of the hospitality sector.
- Proven experience in a similar role including demonstrable event sales and operations experience.
- Highly motivated target driven individual with a demonstrable record of achieving financial targets.
- Ability to work comfortably with a wide range of clients and contractors.
- Excellent customer care with the drive to exceed expectations.
- Excellent verbal and written skills with attention detail.
- Excellent interpersonal skills.
- Ability to think creatively and anticipate, negotiate and solve problems to ensure the successful running of all events.
- Excellent organisational and time management skills with the ability to work at pace and to tight deadlines.
- Excellent IT skills, including Outlook, Word and Excel, Databases.
- Enthusiasm for design.
- Commitment to the museum's values.

**Terms + Conditions**

**Salary: Up to £24,000 per annum, dependent on experience**

**Holidays: 25 days per annum, plus 8 days bank holiday**

**Hours: Full-time, 40 hours per week (flexible hours to meet the needs of the business, and will include early mornings, evenings, bank holidays and weekends as necessary).**

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](mailto:applications@designmuseum.org).

**Please quote Job Ref: EventsOff/2017 in the email subject header**

**Closing date for applications: Sunday, 26 February at midnight**

**Interviews: Week commencing 6 March 2017**

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 former Commonwealth Institute building in Kensington, West London. Leading designer John Pawson will convert 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](http://designmuseum.org)**