

events administrator

Reports to: head of events

Department: commercial

Contract: permanent

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 Administrator to join the team. Reporting to the Head of Events, the Events Administrator is responsible for the planning and execution of all administrative aspects of the museum's events activity.

The role provides event coordination and administrative support within a busy museum. Together with the Events Managers and Head of Events you will ensure the events operation and delivery at the museum is of the highest standard and all administration processes are kept up to date.

Job description

Event management

- Answer the enquiry line for external bookings as directed and ensure a prompt follow up to all enquiries from the Events Managers.
- Add internal events bookings on the CRM system.
- Assist with selected events.
- Ensure all event schedules are ready on time.
- Organise site visits for the team.
- Book all events delivery slots for the events team.
- Collate event security lists for each event.
- Follow up all soft services bookings for the events team.
- Compile security access lists for each event.
- Ensure all suppliers send through their H&S documentation ahead of each event and share with the FM team.

Finance and administration

- Ensure the event files are up to date in soft copy and hard copy for all aspects of events.
- Raise all invoices for the events team.
- Raise booking forms for the events team.
- Draft all events contracts.
- Assist the Head of Events with regular financial reporting.
- Update and maintain all events and client records on CRM.
- Ensure accredited suppliers are invoiced promptly for commission after each event.
- Regularly publish a bookings report to share with all departments.

Cross departmental collaboration

- Keep all staff informed of forthcoming events and their impact on the building.
- Work with marketing to ensure the venue hire information is up to date on the DM website, UVL and other venue finding websites.
- Work with and support volunteers to ensure their full integration into the events team and wider museum.
- Ensure that the museum's event facilities and equipment are maintained and stored properly at all times.
- Ensure that the museum receives the Public Liability insurance, signed sub-contractor contract and Health & Safety contract of any contractor working in the museum and that records for approved contractors are kept up-to-date.
- Maintain up to date information on each event space.
- Liaise with Facilities Management to coordinate maintenance work in the event spaces.
- Liaise with AV and IT to ensure all events equipment is properly maintained.

Person specification

Knowledge, skills and experience

- Experience of event management and/or experience of the hospitality sector.
- Excellent organisational and time management skills with the ability to work at pace and to tight deadlines.
- Excellent verbal and written skills with attention to detail.
- Excellent customer care and interpersonal skills.
- The ability to work closely and effectively with colleagues.
- Good IT skills, including Outlook, Word and Excel.
- Enthusiasm for design.
- Commitment to the museum's values.

Terms + Conditions

Salary: £20,000 per annum

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

Hours: Full-time, 40 hours per week, Monday to Friday. Occasional evening and weekend work will be required.

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: EventsAdmin/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