

EVENTS OFFICER
Permanent Full Time, 40 hrs per week

THE WALLACE COLLECTION

The Wallace Collection is a collection of the fine and decorative arts formed in the eighteenth and nineteenth centuries by four successive Marquesses of Hertford and the 4th Marquess' illegitimate son, Sir Richard Wallace. It was left to the British Nation in 1897 and opened as a national museum in June 1900 in Hertford House, Manchester Square, W1U 3BN, a grade II listed building in central London. The museum is internationally famous for its collection of French eighteenth-century art, European princely arms and armour and for its Old Master paintings.

The museum is managed by the Director, Dr Xavier Bray, who reports to a board of Trustees appointed by the Prime Minister and is financed by a combination of grant-in-aid from central government and self-generated income

The Venue Hire team is part of the Commercial Department that unites Venue Hire, Retail, and the Restaurant franchise functions at the Wallace Collection. The department makes a significant contribution to the self-generated income of the Collection, which in turn supports the purpose and key objectives of the Wallace Collection; free public access, a creative education programme, audience development initiatives, scholarly research and the conservation and curatorial programme.

The Venue Hire team is responsible for an annual income target through private and corporate events, commercial filming and photography hire, and delivery of Wallace Collection events e.g. exhibition openings and development Events. The department is made up of four staff, the Venue Hire Manager and three officers.

OVERALL PURPOSE AND ROLE

To work with the Venue Hire team to generate income through securing the target number of Events necessary to deliver ambitious income targets, whilst supporting the team with the delivery and operations of events from contract to execution.

KEY RESPONSIBILITIES

Venue Hire

- Proactively manage client event enquiries, introductory meetings and client site visits
- Respond to client enquiries for events in a timely manner and lead on administrative elements of each event, ensuring that all relevant paperwork is raised and documented; this includes contracts and invoices
- Liaise with clients to deliver all events to an exceptionally high standard and to maximise their potential, providing guidance and expertise on use of budget, choice of space and accredited suppliers

- Successfully manage and develop relationships with all clients across events to ensure partnerships are maximised, and clients remain fully engaged and committed to the Wallace Collection in the long-term
- Work closely with the event support departments including guide lecturers, gallery and security staff and the facilities team, to establish good relationships
- Ensure that all audit and system based requirements for events are taken in an accurate and timely manner

Operations

- Working closely with suppliers, to ensure that all events are effectively managed and delivered with minimum impact to the Wallace Collection
- Supporting and assisting clients to run their event effectively both in the lead up to an event and on the night
- Assisting with the logistics of events organised by the Wallace Collection, working closely with other departments on events, such as exhibition openings parties, and at cost events

Sales & Marketing

- Work with the wider team to contribute to a comprehensive marketing strategy, to include mailings, eNewsletters, telephone and social media campaigns and special promotion events
- Assist with the production of marketing materials, as required

Database Management

- Work across departments and with the database designer to update and maintain the Wallace Collection client CRM system
- Ensure all event enquiries are recorded in the Wallace Collection CRM

Administration

- To maintain and update all internal administration systems including the events diary and Outlook, and maintaining accurate hard copy files for each event
- Generation of appropriate client documentation, such as event staff requests, event agreements, security documentation and event invoice requests for approval by the appropriate member of the team before disseminating accordingly
- Determine the commission payments owed to the Wallace Collection by suppliers and generate invoices
- Book guide lecturers, curators and cleaners for events, as required
- Help to ensure appropriate staffing is in place for events and attend weekly events meetings
- Other reasonable duties in line with the role which may be requested from time to time by the Venue Hire Manager

REPORTS TO

- Venue Hire Manager

KEY RELATIONSHIPS

- Head of Building and Facilities
- Curatorial & Conservation
- Wider Commercial team

PERSON SPECIFICATION

Essential Skills and Competencies

- Experience of working events in historic or cultural setting, preferably buildings that are open to the public
- Ability to attract new clients to the Wallace Collection, with aptitude in client presentations, sales calls and new client identification
- Experience liaising with both private and corporate clients, managing expectations to the highest level whilst respecting and adhering to the limitations of working within a museum
- Experience of information management, including producing, distributing and presenting information across a variety of media and to a range of audiences, to include website editing skills and experience of curating targeted social media posts and campaigns
- Demonstrate ability to work with a wide range of event suppliers, to ensure that operational procedures are carried out to the highest standard
- Proven interpersonal skills with the ability to work across departments and build relationships at all levels
- Highly organised, with the ability to work both on own initiative and as a team player
- Excellent time management skills, with the ability to prioritise and work under pressure to tight deadlines
- Demonstrate excellent attention to detail
- Highly developed ICT skills essential, including use of Microsoft Office, Photoshop etc
- Willingness to work evenings on a regular basis and weekends occasionally
- Excellent written and verbal communication skills
- Educated to degree level, or equivalent

Desirable Skills and Competencies

- Experience of working in the arts or not-for-profit sector
- An understanding of the arts and an appreciation of the needs of a national museum in terms of its collection and how it operates as a non-departmental public body

REMUNERATION AND WORKING HOURS

The salary for this post will be £24,000. In addition, the post holder will receive 25 days paid annual leave, in addition to Bank Holidays, plus 2.5 civil service "privilege" days,

membership of an occupational pension scheme, and an interest free season ticket loan (after six months' service).

APPLICATION

The closing date for applications is 15 September 2019 (midnight)
Interviews will take place week commencing 23 September 2019

A full job description and application form for the position can be found and downloaded from our website www.wallacecollection.org . Alternatively, you can write to the HR Department, The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN for a postal application pack.