

EVENTS OFFICER
(Full Time, 40 hrs per week)
Permanent Contract

THE WALLACE COLLECTION

The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the eighteenth and nineteenth centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world.

So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. Today, our job is to maintain, research, and inspire the public to love and understand the Collection.

The Venue hire team is part of the Commercial Department that unites the Venue Hire, Retail, and the Restaurant franchise functions at the Wallace Collection. The department's key purpose is to increase the generation of income in order to make 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 learning programme, audience development initiatives, scholarly research and the conservation and curatorial programme.

Following the pandemic and an industry re-start, it is an exciting time to join the team with a busy and an ever-growing calendar of private and corporate events. The role covers both sales and operational delivery from enquiry through to execution and gives event professionals a taste of every aspect of pro- and re-active sales and stakeholder management.

Salary

In the range of £27,000 to £31,000 depending upon skills and experience
+ the potential to earn c £3.5 K in overtime subject to operational requirement.

Location

The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN.

Venue Hire at The Wallace Collection

The Venue Hire team is responsible for an annual income target through event, commercial filming and photography hire, and for providing logistical support and expertise on larger scale museum events such as exhibition openings and fundraising galas. The department is comprised of the Venue Hire Manager and two events officers, overseen by the Director of Finance and Resources.

OVERALL PURPOSE AND ROLE

To work with the Venue Hire team to generate income through securing and delivering a proportion of the target number of events and commercial filming and photography projects necessary to meet ambitious income targets, whilst maintaining the highest of standards in customer and collections care.

KEY RESPONSIBILITIES

Venue & Location Hire

- 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
- Proactively manage client events and commercial filming and photography enquiries, client site visits, supplier introductions and operations meetings
- Respond to client enquiries for events in a timely manner, ensuring that all the relevant paperwork for the event pipeline is raised and documented; including contracting and invoicing
- Successfully manage and develop relationships with 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 working relationships and ensure appropriate staffing is available for each event
- Ensure that all audit and system based requirements for events are taken in an accurate and timely manner
- Establish and maintain successful relationships with event suppliers through meetings and networking events
- Other reasonable duties in line with the role which may be requested from time to time by the Venue Hire Manager

Operations

- Liaise with internal teams on logistically complex enquiries to ensure that the safety of the Collection is at the forefront of all projects delivered onsite and be prepared to review RAMS documentation as required
- Ensure that all events are effectively managed and delivered with minimum impact to the Wallace Collection
- Support and assist clients in running their event effectively on the lead up to the event date and on the night
- Assist Wallace Collection departments with the logistics of key events, such as exhibition opening nights, larger scale Press & Communications filming and Development or public evenings at cost events

Sales & Marketing

- Work with the wider team to help implement a comprehensive marketing strategy, to include mailings, eNewsletters, telephone and social media campaigns and cultivation events
- Assist with the production of marketing materials or copy as required

Database Management

- Ensure all event enquiries are recorded in the Wallace Collection CRM and all confirmed events are logged on museum-wide as well as departmental calendars as required

REPORTS TO

- Venue Hire Manager

KEY RELATIONSHIPS

- Head of Security and Buildings
- Curatorial & Conservation
- Wider Commercial team

PERSON SPECIFICATION

Essential Skills and Competencies

- A minimum of one year's experience of managing events, preferably in historic or cultural settings
- Good knowledge and understanding of the events industry including suppliers and latest client trends
- Experience liaising with both private and corporate clients, managing expectations to the highest level whilst respecting and adhering to the limitations of working in a museum
- Ability to attract new clients to the Wallace Collection to improve sales and achieve ambitious income targets
- Experience with information management, including producing, distributing and presenting information across a variety of audiences
- 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 and excellent time management skills with the ability to prioritise and work under pressure
- Ability to problem solve when unexpected situations or challenges arise
- Demonstrate excellent attention to detail
- Proficient with IT systems, including use of Office 365 programs
- Willingness and availability to work evenings on a regular basis as well as mornings and weekends where needed
- Excellent written and verbal communication skills

Desirable Skills and Competencies

- Industry related training or qualifications such as Personal Licence, Risk Assessment, First Aid experience
- Experience or familiarity with Adobe programs such as PhotoShop and InDesign
- Passion and understanding of the arts and museums including the Wallace Collection

Salary, Benefits and Working Hours

The Salary for this post is within the range of £27,000 to £31,000 per annum dependent on skills and experience. Additionally, the post-holder will earn a mixture of TOIL and overtime on events and location hire projects delivered out of contracted working hours. Overtime will usually add around £3,500 per annum to the base salary.

In addition, the post-holder will receive 25 days paid annual leave plus bank holidays and 2.5 'privilege' days. Employees are also offered membership of an occupational pension scheme and after six months satisfactory service an interest free season ticket loan.

For this post, the normal working week is a five-day week, Monday to Friday. The normal working day will be 9am to 5pm. However, regular early morning and evening working will be expected as part of the role for which you will be given time off in lieu or overtime for as agreed with your line manager.

HOW TO APPLY

Please complete the Application form, and the Equal Opportunities Monitoring form, following the links provided. Please note the equal opportunities form is used for monitoring purposes only and does not form part of the selection process. Both forms should be emailed to recruitment@wallacecollection.org by midnight Sunday 4th June.

Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place week commencing 12th June. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

Start date: As soon as possible

Appointment to the role is subject to a satisfactory Basic Disclosure check.

The Wallace Collection is an equal opportunities employer and welcomes applications from all sections of the community.