Job Description – Events Assistant

Gilbert White & The Oates Collections, Selborne, Alton, Hampshire GU34 3JH
Registered Charity No: 1159058

Job Title: Events Assistant
Reporting to: Events Manager
Fixed term contract – 3 years
Salary: £15,000 – full time

Job Purpose

The role of Events Assistant is a three year fixed term post, funded by the Heritage Lottery Fund (HLF). The primary purpose of this role is to support the Events Manager in developing and delivering our growing events program, carrying out a wide range of tasks.

Scope

1. Events bookings, management, planning and marketing
2. Developing the events wedding services
3. Health and Safety & Licensing
4. Team Work

Key Tasks

- Assist the Events Manager in planning, co-ordinating, marketing and delivering the Museum events programme, managing and undertaking the associated booking and administrative tasks
- Capture and maintain data including event attendance, visitor figures, ticket sales, venue hire and associated financial reports.
- Support the Events Manager in ensuring our ongoing compliance with legislative requirements relating to health and safety, risk assessments, food hygiene and licensing requirements.
- Promote the Museum's venues for use as a wedding venue, managing and undertaking the associated booking and administrative tasks.
- Show perspective clients around the venue on viewings
- Assist the events manager in developing and implementing marketing strategies related to wedding venues
- Be willing to undertake other tasks commensurate with the post

Person specification – Knowledge, skills, attributes and experience required

Knowledge

- Principles and commitment to the importance of excellent customer service (E)
- Good IT skills, able to use Microsoft Office software (Word, Excel, Publisher and outlook) with confidence (E)
- Commercial awareness, able to support profit driven activity (D)

- Knowledge of the importance of Health, Safety and Security, Equal Opportunities and DDA, and the Protection of Children and Vulnerable Persons (D)
- Knowledge of Events Management Principles (E)
- Knowledge of civil ceremony venue licensing (D)

Skills/Attributes

- A team player, able to work flexibly and positively with others. (E)
- Commitment to achieving standards of excellence. (E)
- Able to work well under pressure maintaining a cool, efficient and professional demeanour. (E)
- Self-motivated, energetic with strength of personality. (E)
- Proven organisational / project management skills. (E)
- A positive approach to problem-solving. (E)
- Able to work independently and reliably with minimal supervision. (E)
- Highly diplomatic, able to handle customers in a calm, courteous and confident manner. (E)
- Well-developed written and verbal communication skills, including telephone manner. (E)
- A confident communicator able to address varied audiences including visitors of all ages, groups and fellow team members including staff, volunteers and trustees. (E)
- Good numeracy and literacy skills. (E)
- A good eye for detail and excellent presentation skills. (E)

Experience

- Experience of working in a busy, customer focused operation. (E)
- Experience of working in a customer facing role in a visitor attraction/heritage site. (D)
- Experience of a multi-skilled post. (E)
- Experience of events planning, developing and management. (D)
- Administrative and office experience. (E)
- Experience of handling financial transactions including cash and electronic payments. (E)
- Experience in one or more of the following: catering / hospitality, licensed retail, retail. (D)