The Royal Institution
Science Lives Here

Events & Conference Sales Assistant
Job description and person specification
November 2016

Accountable to:	**Events & Conference Sales Manager**
Location:	**21 Albemarle Street, London, W1S 4BS**
Contract type:	**Permanent, full time (35 hours per week)›**
Salary:	**Grade 3 £20,320 per annum**
	(increased to £20,820pa on passing probation)

The Royal Institution (Ri) was established in 1799 with the purpose of 'diffusing science for the common purposes of life'. Over 200 years on, the Ri is a charity dedicated to encouraging people to think more deeply about the wonders and applications of science. We achieve this mission through our award-winning science video channel, our public programmes for adults and education initiatives for young people that operate across the country, the Faraday Museum and history of science activities, scientific research and the world-famous CHRISTMAS LECTURES.

At its home on Albemarle Street in Mayfair, the Ri is where scientists such as Humphry Davy, Michael Faraday, James Dewar, Kathleen Lonsdale, William and Lawrence Bragg and George Porter discovered 10 chemical elements, won 15 Nobel Prizes, made world-changing discoveries in the laws of electromagnetism and molecular biology, and pioneered public science lectures and science events for children.

Find out more at rigb.org and richannel.org.

Job Purpose

The Ri relies on the income generated by its commercial activities to support its charitable mission. The Venue Hire team's main objective is to contribute to this by hiring out our unique events spaces. The Events & Conference Sales Assistant would play a key part in supporting the team in securing this revenue.

The team delivers approximately 400 events each year, ranging from high profile corporate events to small private parties. Involved from enquiry stage, through planning and negotiation, to successful event execution, the candidate should have an enthusiasm for delivering high quality events and excellent customer service. An emphasis is also placed on developing key client relationships through exceeding expectations to encourage further business.

Main duties of the role
Administration
• Management of client contracts and other associated paperwork
• Assist with the invoicing administration process
• Input necessary information into the database to ensure smooth running of events
• General events admin as required

Support the Events Sales team
• Manage select enquiries from initial contact to event delivery
• Work on specific projects, including supplier reviews and competitor analysis
• Liaise with suppliers
• Support forward planning of the events diary, including calendar management and collating event details
• Carry out other duties as reasonably requested to meet the team's objectives
Successful event coordination
• Act as main point of contact for event planning and delivery
• Work closely with our hospitality partner to coordinate client catering requirements
• Collaborate with other departments to meet client's requests
• Work with the Premises and AV Teams to ensure that all rooms are serviced and prepared appropriately
General responsibilities applicable to all staff
• Understand and support the vision, mission and aims of the Ri;
• Maintain awareness of your own and others' Health and Safety, and comply with the Ri's Health and Safety policy;
• Adhere to and champion the Ri's policy and practices on Child Safeguarding.
• Take appropriate responsibility for records held, created or used as part of your work for the Ri (paper-based and electronic) as per the Data Protection Act 1998.
• Encourage team working and effective communication with colleagues.
• Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner at all times.
• Comply with Ri financial policies and practices as applicable.
• Undertake other duties as may be reasonably requested of your post.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible, but should be regarded as providing guidelines and accountabilities within which the individual works.

Person specification

Experience and knowledge	**Essential (E) Desirable (D)**
• Experience in customer service	E
• Experience in events/hospitality/retail sector	D
• Experience of working in venue hire in not-for-profit sector	D
• Proven understanding of principles of excellent customer service	E
• Experience with CRM booking system	D
• Strong understanding of the Ri's mission and activities	D
Qualifications	
• Educated to A level standard (or equivalent qualifications) which sufficiently demonstrate the numeric and written skills required.	E
• Educated to degree level or equivalent	D

Skills and personal attributes	Essential (E) Desirable (D)
• Excellent telephone manner and customer service skills	E
• Excellent administration and organisational skills	E
• Strong relationship building skills	E
• Accurate typing skills	E
• Excellent interpersonal skills with proven ability to work collaboratively.	E
• Able to find pragmatic solutions, seek improvements, and adapt to changing situations.	E
• Able to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.	E
• Positive "can do" attitude and willingness to support others where needed.	E
• Ability to multi-task and work in a fast-paced environment.	E
• Working knowledge of Microsoft Office, with a willingness to learn and use new systems.	E
• Willingness to work occasional evenings and weekends, if required.	E
• Enthusiastic, proactive and uses initiative	E
• Ability to work as part of a team	E
• Willingness to learn new skills	E
• Ability to work in a changing and flexible organisation	E

The Ri is an Equal Opportunities Employer