

Job Description, Events Officer

Gilbert White & The Oates Collections

High Street, Selborne, Alton, Hampshire GU34 3JH

www.gilbertwhiteshouse.org.uk

Registered Charity Number 1159058



Job Title: Events Officer Full Time – Thursday, Fridays, Saturdays, Sundays & Mondays (Flexible)

Reporting to: Weddings & Special Events Manager

Salary: 18,500 per annum

1. Job Role

You will take a lead role in steadily expanding our wide-ranging events programme at Gilbert White & The Oates Collections. Your role will support the Weddings & Special Functions Manager in developing the Museums special events, conferences, wedding and commercial ventures to increase income generation to support the charitable objectives of the Museum.

Your focus will be on performance standards and ensuring that agreed targets are continually met and maintained. You will lead Team Members (staff and volunteers) by example, to maintain and build upon our reputation.

You will relish the challenge of this key role and be keen to work towards solutions. With a flexible and positive approach to work, you will have the ability to work as part of a team and on your own initiative.

The post holder will also provide regular operational duty management cover for the day-to-day management of the Museum.

The postholder will typically work 5 days a week Thursday, Fridays, Saturdays, Sundays and Mondays with their time being shared between the main Museum buildings and the Hampshire Barn. The post will entail regular evening work including weddings and events.

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2. Key Tasks (Events Manager)

- ➔ Take the lead role in planning, co-ordinating and delivering the Museum events programme, managing and undertaking the associated booking and administrative tasks.
- ➔ To work closely with other departments to ensure the events program follows the organisations mission statement “Enspiring journeys of the natural work”
- ➔ Take the lead role in facilitating and organising all associated tasks for private hire, including weddings and conferences, and managing and undertaking the associated booking and administrative tasks.
- ➔ Capture and maintain data and deliver on key performance indicators including event attendance, visitor figures, ticket sales, venue hire and associated financial reports.
- ➔ Assist the Directors and other Managers in ensuring the smooth and efficient operation of the Museum, providing support wherever required.
- ➔ To be confident to facilitate the recruitment, training, effective deployment, management and development of volunteers, particularly in relation to events, weddings and conferences.
- ➔ Assist the Directors in ensuring our ongoing compliance with legislative requirements relating to health and safety, risk assessments, food hygiene and licensing requirements.
- ➔ Be willing to provide holiday / sickness cover for other members of the Management Team from time to time as required.
- ➔ Be willing to undertake other tasks commensurate with the post.

3. Key Tasks (Museum or Barn Duty Manager)

- ➔ Act as Duty Manager as required (see specific Museum Duty Management tasks identified below).
- ➔ Take full responsibility for the safety and security of the grounds, premises and contents – including locking and unlocking procedures – and the wellbeing of all visitors, staff and volunteers .
- ➔ Take a proactive approach to managing standards and presentation of the site.
- ➔ Deal with any emergency, e.g. fire, accident or incident (full training given).
- ➔ Supervise and support Reception / Shop / Tea Parlour / Catering staff as and when necessary, including providing break-time cover for the Receptionist.
- ➔ Arrange last-minute staff cover if necessary.
- ➔ Greet visitors, give short introductory talks to pre-booked groups and answer questions.
- ➔ Cash up, or supervise cashing up, at the end of the day.
- ➔ Respond to telephone and email enquiries.
- ➔ Deal with routine administrative duties as required.

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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 and accuracy. (E)
- ➔ Commercial awareness, able to support profit driven activity. (E)
- ➔ Knowledge of the importance of Health, Safety and Security, Equal Opportunities and DDA, and the Protection of Children and Vulnerable Persons as it affects a public building. (E)
- ➔ Awareness of DDA and Equal Opportunities legislation as it affects a public building. (E)
- ➔ Knowledge of Events Management principles. (E)
- ➔ Knowledge of Marketing media. (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)
- ➔ Motivational skills, able to lead by example and interpret and communicate operational activity to a broad team. (E)

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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. (E)
- ➔ Experience of a multi-skilled post. (E)
- ➔ Experience of events planning, developing and management. (E)
- ➔ Experience of developing and delivering Family Friendly resources and activities. (D)
- ➔ Experience of managing / supervising staff and volunteers. (E)
- ➔ 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)