



Natural
History
Museum

Candidate pack

Events Operations Manager (Maternity Cover)



Full time, Fixed Term contract

About Us

The Natural History Museum is one of the world's best-loved visitor attractions, as well as a leading science research centre and commercial event space. Each year we welcome more than five million visitors, drawn to our stunning spaces and galleries that showcase the wonders of the natural world, from dinosaurs to diamonds. Our visitor-facing teams work together to make sure that all our visitors feel welcome and safe and have a brilliant experience while visiting us. Wherever we're working – whether it's in our gardens, galleries or grounds – we know that each of us can make a meaningful contribution to not only our visitors but our colleagues too. We're dedicated to providing opportunities for personal progression through our learning and development programmes and are committed to identifying and providing opportunities for internal progression.

We have ambitious plans leading up to our 150th anniversary in 2031, making this a truly exciting time to join us.

Diversity and inclusion matter to us

We welcome applications from everyone! Diversity, inclusion and the feeling of belonging matters to us. By attracting people from a broad range of backgrounds we can continue to look at the world with fresh eyes and find new ways of doing things. We offer a stimulating and professional working environment. All our staff work to embody our behaviours of being curious, ambitious, pioneering, teaming up, acting with pace and sharing the wonder.

We know we have more to do, but we're committed to making sure that everyone who works here feels valued, respected and that they can thrive.

Thriving at the Museum: the way we work

Our vision is a future where both people and planet thrive. To accomplish this, we're delivering an ambitious strategy by 2031 to create advocates for the planet. To achieve this shared goal requires each of us to behave in ways that help everyone to thrive. We are proud to work at the Museum and have identified the qualities we all need to embody to reach this shared ambition.



We're ambitious. To make a difference on a global scale we have to push the boundaries and be big and bold not only in our thinking but in the goals

we set. We act with integrity, but this doesn't mean we're rigid or inflexible. We drive ourselves and others to be excellent at what we do and identify opportunities to make a difference to the organisation wherever we can.

We're curious. We never stop learning. We ask questions to advance our understanding, skills and professional knowledge and look outwards beyond the organisation to learn from others. We seek out and actively listen to different perspectives and to take time to reflect. We're thoughtful and always receptive to new ideas and ways of working.

We share the wonder. We are captivated by the natural world, proud of our treasures and trusted guardians of our collections. We relish telling stories to inspire others. We're passionate about what we do, sharing our own knowledge and expertise. We're proud of where we work and never take this for granted.

We're pioneering. We're not afraid to try something new. We experiment, embrace complex problems and use good judgment and evidence to innovate and take risks. Always adaptable, we're ready to change our approach. We don't dwell on setbacks or get preoccupied with problems – we find solutions.

We team up. We respect the expertise of others and recognise that we produce the strongest outcomes when we put the best ideas together. We trust each other, keep things simple and make it easy for others to do the right thing. We empower and support each other, sharing information, skills and experience so that all of us are equipped to succeed. We never let difficult moments develop into bad working relationships.

We act with pace. We prioritise action, are efficient and always focus our efforts where we know we can make the biggest impact. We don't wait to be told what to do - we take the initiative and deliver on our responsibilities with momentum. We're decisive and once a plan is set, we all get behind it to make it a success.



Role Summary

The Events Operations Manager (maternity cover) is responsible for managing a range of high-profile commercial events and filming projects at the Natural History Museum.

You will report to the Senior Events Operations Manager in the Venue Hire team in one of London's most prestigious venues.

You will provide the highest levels of service and health and safety standards for the benefit of our colleagues, clients and their guests, suppliers, the building and its collections.

Main tasks and responsibilities

- Manage the delivery of approx. 150 events a year with the Operations team. This includes managing all suppliers, internal and external stakeholders and contracted staff on the events.
- Be the main point of contact for key clients and high-profile events throughout the year.
- Be responsible for all logistical and operational planning, including booking contractors as required, record keeping and verification of time sheets for each event.
- Manage all staffing for events including security, cloakroom, porters and cleaners ensuring they deliver to the standard expected.
- Lead on filming projects from the planning stages, to facilitating site visits and taking the role of venue location manager, overseeing the film crew during the shoot.
- Work with the Senior Events Operations Manager to manage the bi-annual performance reviews of accredited companies including their conduct on site, their health and safety policies and procedures and the quality of the product they deliver.
- Be a creative problem solver, able to devise solutions to situations as they arise whilst planning for and during events, often in pressured situations
- Be part of the team responsible for accrediting any new suppliers through a rigorous selection process.
- Deputise for the Senior Events Operations Manager as and when required and be the main point of contact for the Estates and Projects teams, internal caterer and other key museum stakeholders to work together to ensure minimal impact on the museum.
- Work with the Senior Operations Manager in the monitoring of the events' Health and Safety practices.
- Deliver successful events for both internal and external clients, working within strict budgets and communicating effectively with teams across the Museum to provide excellent customer service.

- Maintain accurate records of dealings with each client in the lead up to each event.
- To be the main point of contact for a client prior to their event taking place and manage their event operationally, taking the initiative to contact the client and organise pre-event meetings.
- Produce action sheets, book contractors, review staff charges, update rotas, produce post event reports and carry out other administrative duties as required.
- Co-ordinate security information from contractors and clients for events.
- Liaise with contractors relating to future events and answer general queries from the sales team.
- Establish and maintain relationships with accredited suppliers' key members of staff.
- Keep accurate records of correspondence sent to and received from all contractors.
- Represent Venue Hire internally in museum-wide meetings as and when required.
- On request assist the sales team with client show rounds.
- Work with the Senior Events Operations Manager to procure and maintain all electrical, mechanical and furniture equipment to ensure it is fit for purpose for all events.
- Maintain records of the Event team's equipment, working areas and filing systems. This will include stock taking of equipment, maintenance programme (using accredited suppliers), cleaning schedules for storerooms and kitchens, radio stock and purchasing new or replacing equipment.
- Act as Incident Manager when on duty for events, being responsible for the safety of guests and key contact for incident management.
- To carry out other reasonable duties as requested by the line manager, head of department and other senior managers.

The role description is liable to change as the role and structure of the group changes to respond to key priorities and objectives. In addition to this, this role will involve frequent evening/weekend working as events take place in the Museum.

What we're looking for

- Depth of experience in the events / catering / hospitality industry, ideally within a heritage venue.
- Good knowledge of industry suppliers.
- Experience of delivering high end and logistically complex events.
- Experience of working with a variety of clients.
- Experience in facilities management and managing relevant contractors.

- Knowledge of Health & Safety procedures and experience in applying them to event planning.
- Proficiency in Microsoft Office.
- Excellent communication skills
- The ability to work on own initiative and as well as part of a team.
- Good interpersonal skills and an ability to work with a variety of stakeholders.
- Excellent approach to customer care and understanding of customer service.
- Good planning and organisational skills.
- A Personal License qualification is desirable.

Key information

Salary: £33,714 per annum, grade 5

Hours: Full time, 36 hours per week

Contract: Fixed Term contract until 31/12/2026 (Maternity Cover)

The Museum supports flexible working.

All positions at the Natural History Museum are conditional subject to receipt of:

- Proof that you are legally entitled to work in the UK
- A Basic Disclosure Check from the Disclosures and Barring Service (DBS)
- Satisfactory references covering the last 3 years of your employment or education
- Health clearance

Our benefits

In addition to competitive salaries, we offer a wide range of benefits to help you thrive both personally and professionally.



Wellbeing and work-life balance

- Generous annual leave allowance of 27.5 days holiday plus public holidays
- Enhanced sickness pay to support you through periods of illness
- Wellbeing provision including Mental Health First Aider support and regular learning sessions on wellbeing topics

- Flexible working and hybrid working arrangements where the role allows
- A 24/7 employee assistance programme including face to face counselling sessions
- Occupational health advice and support
- Eye care vouchers for display screen users
- Supportive policies to help you manage life events, for example becoming a carer, menopause, transitioning at work



Financial

- Generous defined contribution pension scheme with employer contribution up to 10% of salary
- Life insurance that will pay 4 times your salary to a beneficiary in the event of your death in service
- Season ticket and cycle loans to help you spread the cost of cycling to work
- Rental deposit loan scheme – to help you spread the cost of a deposit on a rental property
- 20% discount in our NHM shops both online and in store
- Discounts in our on site restaurants and coffee shops, and use of our staff canteen at South Kensington
- Discounts at local shops and restaurants within the South Kensington area



Cultural and lifestyle

- Free entry with your NHM staff pass to a wide range of museums and galleries across London and around the UK
- Every staff member is entitled to 10 complimentary tickets each year to give to friends and family
- Access to the Civil Service Sports and Social Club for a small monthly fee, offering a range of benefits such as discounted tickets to visitor attractions and gym membership discounts
- Access to the NHM Sports and Social Association for a small fee which provides access to our fitness centre at South Kensington and a range of activities and clubs including football and yoga



Family friendly

- Enhanced pay for maternity, paternity and adoption leave
- Flexible working and hybrid working arrangements where the role allows
- Supportive policies to help you manage fertility treatment

- Paid special leave to help you manage unexpected life events or to make caring arrangements

How to apply

To apply, please complete an online application through our [recruitment portal](#).

The closing date for applications is 23:59, 15 March 2026.

First stage assessment for this role is likely to take place in week commencing 23 March 2026.

How we hire

We want everyone to be able to perform at their best throughout our hiring process. We've put together some information about how we hire as well as tips for completing your application and taking part in our assessment process. You can find this information on our careers site [here](#).

Reasonable adjustments

We welcome applications from disabled candidates, and are committed to adapting our recruitment processes to make sure all candidates can perform at their best. If you require adjustments to our application process or require materials in a different format, contact us at hrteam@nhm.ac.uk.

If you need adjustments to the assessment stage of our hiring process, indicate this on your application form and we'll contact you before the assessment to put these in place.

We're part of the Disability Confident Scheme and guarantee an interview to all disabled candidates who meet the minimum shortlisting criteria for the role.