



# Job Description

**Title:** Events Producer  
**Contract:** Full Time Permanent  
**Salary:** £32,732 per annum

## About Us

**We are a world-class visitor attraction and leading science research centre. We use the Museum's unique collections and our unrivalled expertise to tackle the biggest challenges facing the world today. We care for more than 80 million objects spanning billions of years and welcome more than five million visitors annually and 16 million visits to our website.**

Today the Museum is more relevant and influential than ever. By attracting people from a range of backgrounds to work for us, we can continue to look at the world with fresh eyes and find new ways of doing things.

We employ 900 staff in a variety of roles, all united by our vision of a future where people and planet thrive. We need everyone to have the passion and drive to help us with our mission to create advocates for our planet and inspire millions to care about the natural world.

This is an exciting time to join the Museum as we have secured investment from the UK Government to build a new science and digitisation centre at Thames Valley Science Park, University of Reading. The purpose-built centre will house much of the Museum's collection and will include laboratories, digitisation suites, collaborative research spaces, conservation labs and workspaces.

## Diversity and inclusion matter to us.

Our vision is of a future where both people and the planet thrive. Diversity is one of our core values and we strive to build a workplace where everyone feels a sense of belonging. All new staff who join us learn about the importance of diversity and inclusion to the Museum and how to contribute to creating an inclusive environment.

We know we have more to do, but we are committed to ensuring that everyone who works at the Museum feels they can thrive and feel valued and respected.



## Job Summary

The development of our Visitor Events programme is a key strand of both the Natural History Museum's Public Engagement and Commercial strategies. Through a successful public events programme, the Museum looks to further engage our visitors, widen our audience, and grow self-generated income. The Events Producer role is instrumental in delivering first class visitor events that support multiple objectives for the Museum.

Reporting to the Visitor Events & Tours Manager, the Events Producer will have the proven skills to produce events from concept to completion, in line with the Visitor Events business plan. With solid experience in an event operations environment, the successful candidate will be part of a thriving visitor events team at one of the nation's most-loved destinations.

The main responsibilities of the role holder will include live event planning and management. The successful candidate will manage a regular programme of evening and morning events as well as producing new events as and when required. Events currently within the team's portfolio include the very popular sleepovers Dino Snores for Kids and Dino Snores for Grown-ups, yoga sessions, silent discos, baby sensory classes and various seasonal experiences. As a creative problem solver, with lots of initiative, you will work to produce experiences which are exciting, innovative, compelling, and competitive.

The role holder will build positive relationships with internal NHM teams and external suppliers to support the central coordination of all aspects of the event. To thrive in this role, the successful candidate will need to demonstrate excellent organisational skills with the ability to build strong partnerships. An understanding of commercial public events is essential.

## Main tasks and responsibilities

- Plan and implement event logistics and content, guided by the Visitor Events & Tours Manager
- Take a lead on the development of ideas for content, suppliers and operations
- Ensure all events are to the highest quality and competitive within the London events market. Monitored by the final return on investment (ROI), key performance indicators (KPIs) and guest feedback
- Management of live events, taking responsibility of all event staff and contractors
- Adhering to and understanding health and safety and safeguarding practices for events and undertaking risk assessments
- Creation and management of event budgets, in line with the forecast income and cost per event
- Produce creative engaging events, expanding upon new opportunities
- Respond to customer enquiries relating to events in a highly professional and timely manner
- Ensure operational and administrative processes for all Visitor Events are accurately maintained and kept up to date and efficient, contributing and supporting updates on best practice.
- Recruitment, training and management of event staff. Champion excellent customer service and ensure staff deliver this at all events.
- Attend relevant events both at NHM and externally as part of ongoing review and research of NHM Visitor Events.
- Represent Visitor Events at all times, understanding and communicating the Visitor Events objectives to stakeholders as required
- Other ad hoc tasks as required



## Person Specification

1. Solid experience of working in a relevant environment (e.g. event management, events venues or museum events).
2. Strong commercial awareness and understanding of how to successfully balance commercial and public engagement objectives through events
3. Excellent customer service skills with the ability to communicate articulately both verbally and in writing
4. Demonstrable ability of working effectively with multiple stakeholders, including internal and external suppliers and partners, with evidence of influencing others whilst considering other perspectives
5. Proven ability and understanding of financial processes, including reconciling records, budgeting, invoicing and purchasing
6. Extremely well organised with the ability to follow departmental procedure and work successfully under pressure, a flexible approach to problem solving
7. Have great initiative and problem-solving skills managing multiple priorities effectively to meet deadlines
8. Experience of managing staff for events, including delivering briefings, and assigning tasks
9. Demonstrable experience in full suite of Microsoft Office Programmes, particularly Excel, with the ability to learn new software packages quickly
10. Good understanding of best practice for selling events, including online ticketing and marketing channels
11. Strong public speaking and presentation skills, with the confidence to speak to crowds of people at events and lead event briefings to staff
12. An enthusiasm for the Natural History Museum/the natural world and visitor attractions
13. Able to work unsociable hours for events including frequent early morning, evening, weekend and overnight hours

## Thriving at the Museum: the way we work

We are proud to work at the Museum and have identified the qualities we all need to embody to reach our shared ambition. This sits alongside the Museum's values and forms the framework for the way we work.



**We are ambitious.** To make a difference on a global scale we are big and bold in our thinking and set goals which may seem impossibly high. We act with integrity, but we are not rigid or inflexible. We are excellent at what we do and look for opportunities to make a difference for the Museum wherever we can.

**We are curious.** We never stop learning. We look outwards beyond the Museum and ask questions to advance our understanding. We seek out and actively listen to different perspectives. We take time to reflect, are thoughtful and open to new ideas.

**We share the wonder.** We are captivated by the natural world, proud of our treasures and trusted guardians of our collections. We are passionate about the Museum, enjoy telling its



stories and sharing our knowledge and expertise to inspire others. We don't take this for granted; we feel proud to work here.

**We are pioneering.** We are not afraid to try something new and use good judgment and evidence to take risks. We experiment, innovate, and embrace complex problems by adapting our approach. We do not 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 share information and skills so everyone is equipped and enabled to succeed. We never let bad moments grow into bad relationships. We inspire and empower each other to give our best.

**We act with pace.** We focus our efforts where we know we can make the biggest impact. We take tough decisions and once a plan is set, we all get behind it to make it happen. We take responsibility and don't wait to be told what to do. We are racing against time in this planetary emergency, so we work with a sense of urgency.

## General Information

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 Disclosure Check from the Disclosures and Barring Service (DBS)
- Satisfactory references covering the last 3 years of your employment or education
- Health clearance

The Museum supports flexible working.

## To apply

If that sounds like you, please apply online on the Natural History Museum's careers portal.

**Closing date: 23:59 29 January 2025**

**Interviews expected w/c 3 February 2025**

