



Title: Events Operations Manager

Contract: Permanent

Salary: £31,779 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 Events Operations Manager 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.

This 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.

Person Specification:

- Depth of experience in the events / catering / hospitality industry.
- Good knowledge of industry suppliers and the latest market products.
- 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.

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 Basic 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: 9am, Monday 8th July 2024

Interviews expected: w/c 15th July and w/c 22nd July

