

Candidate Pack

Events & Retail Administrator

Full Time, 40 hrs per week
Permanent Contract



Introduction

The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the eighteenth and nineteenth centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world. So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897 and opened to the public in June 1900. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. The museum is internationally famous for its collection of French eighteenth-century art, Arms and Armour and for its Old Master paintings.

The museum is managed by the Director Dr Xavier Bray, who reports to a board of Trustees appointed by the Prime Minister, and is financed by a combination of grant-in-aid from central government and self-generated income.

We aim to engage with and diversify our audience and, before the pandemic, we attracted over 450,000 visitors a year to the museum.



Our priorities

The Collection is committed to providing access to as wide a public as possible and to helping visitors engage with this diversity. Our goal is to create a place of understanding, cultural pluralism, curiosity and learning. To do this, we plan to create a world-class visitor experience for all ages which stimulates engagement with our collection through a new programme of exhibitions, major gallery refurbishments and an enhanced and expanded digital presence.

Our strategic priorities are to:

- **To maintain, research and preserve the Collection for future generations;**
- **To broaden and deepen visitor engagement, connecting with audiences onsite and digitally;**
- **To build and support a strong exhibition programme;**
- **To lay a strong financial foundation for the future; and**
- **To embark upon a Masterplan programme to transform the museum.**



Role summary

The Events & Retail Administrator will support and facilitate the administration needs of the overall commercial team. Whilst responsibilities will be subject to the seasonal requirement of both the Venue Hire and Retail functions, the role will be heavily weighted towards Venue Hire administrative processes and event workflows, through to ad hoc event support or delivery.

The key responsibilities include, ensuring all administrative and financial procedures are maintained at all times and clients receive a polite professional service, with all venue standards maintained to the highest of standards. This role reports to the Head of Events.



Role description

Venue & Location Hire

- Handle and coordinate effective response to initial client enquiries in a polite and professional manner by telephone and e-mail.
- Maintain and update all internal administration systems including the events diary, CRM system and Outlook, as well as maintaining all related paper and electronic filing systems.
- Collate relevant event details in a timely manner and communicate this information internally to other departments including: creation and distribution of event schedules, crew and guest lists and weekly updated confirmed event data.
- Collate supplier commission income for events with all invoices requested, logged and issued in a timely manner in order to achieve accurate finance reporting.
- Manage booking of guide lecturers and curators for events and early morning tours.
- Manage monthly and occasional booking of contractors, such as porter and cleaning duties, for events and all other departments when required.
- Administer all transport information for events such as raising and logging all taxi invoices in relevant databases and be prepared to perform routine transportation reviews and self-audits as required.
- Collate all staff overtime for events.
- Proactively manage the administration of the accredited supplier tender process and review supplier applications alongside the full Venue Hire Team.
- Proactively Manage all venue hire internal cultivations events to an exceptionally high standard within minimum impact to the building.
- Assist the Venue Hire Team, on occasion, with the operational support and management of client events and commercial filming and photography bookings.

Marketing

- Maintain events promotional and marketing material, including routinely updating website listings and filing images.
- Proactively create, plan and programme digital content for the department's social media accounts such as Instagram.

Other

- Establish excellent relations with clients and their suppliers (e.g. caterers, florists, production specialists).
- Attend regular networking events, both on and offsite, with suppliers, venues and industry professionals.

Retail

- Support the Retail and Merchandising Manager with regular administrative duties.
- Assist the Retail and Merchandising Manager with collating data for regular sales reports and the biannual stock take.
- Assist with processing orders from the online shop as required.
- Monitor the Shop inbox, responding to customer queries as required.

Person specification

Essential

- Demonstrate exceptional organisational and time management skills, with flawless attention to detail and the ability to work to tight deadlines.
- Demonstrate excellent communication skills including the ability to communicate articulately with a wide range of people across the Collection, as well as with a variety of clients and suppliers.
- Self-motivated with an ability to work both on own initiative and as a team player.
- Proactive approach to sales and administrative duties, in order to help achieve ambitious business targets.
- Strong computer literacy – ability to use word-processing, excel spreadsheets, email and online applications, as well as a clear understanding of databases and their usage.
- Ability to write creatively for website listings, newsletters or similar.
- Confident with a polite manner, exceptional telephone manner and client liaison skills.
- Excellent written and verbal communication skills
- An interest and commitment to the aims and objectives of the Wallace Collection.
- Willingness and ability to work evenings on a regular basis as well as early mornings and occasional weekends.



Salary, benefits and working hours

The salary for this role is £27,352 per annum. In addition, the post-holder will receive 25 days paid annual leave plus bank holidays and 2.5 'privilege' days. Employees are also offered the following benefits:

- **Membership of an Occupational Pension Scheme**

Alpha - a defined benefit occupational pension scheme (28.97%)

Partnership pension account - a stakeholder pension

- **Interest free loans after six months satisfactory service**

Interest free season ticket loan

Cycle to work loan

- **Eye Tests**

- **Occupational Health Service**

- **Annual Flu Jab**

- **Employee Assistance Programme**

Services available 24/7 and 365 days per year to all employees

Free therapy service of up to six sessions per issue, per year (each session lasts 45-50 minutes)

- **First Aiders**

- **Access to Mental Health First Aiders**

- **Parental Leave**

- **Training and Development Opportunities**

For this post, the normal working week is a five-day week, Monday to Friday. The normal working day will be 09.00 to 17.00. However, regular evening work and occasional early morning work will also be required when assisting on events.

How to apply

Please complete the Application Form, and the Equal Opportunities Monitoring Form, following the links provided on our website. Please note the equal opportunities form is used for monitoring purposes only and does not form part of the selection process. Both forms should be emailed to recruitment@wallacecollection.org by midnight **04/08/2024**. Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place on week commencing, **12/08/2024**. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

Start date: As soon as possible

Appointment to the role is subject to a satisfactory Basic Disclosure check. The Wallace Collection is an equal opportunities employer and welcomes applications from all sections of the community.



