

Job Profile
Events Delivery Manager

Job Purpose: To manage the operational delivery of events at the Museum including the public events programme, external venue hire and events hosted by the Museum, to help meet the Museum's objectives to increase visitor numbers, strengthen relationships with visitors and partners, develop new audiences and generate income.

Key Responsibilities and Accountabilities

Responsibilities

To manage the delivery of all Museum events, ensuring every element or team involved works to the highest standard, thus delivering a quality experience for all visitor's from arrival to exit.

To adapt the delivery of Museum events to reflect the different needs and expectations of our various audiences, recognising that one size or approach doesn't fit all events.

Work closely with Programming and Business Development, to ensure the creative vision and brief for each event is achieved and delivered.

Build strong and collaborative working relationships with Museum Teams working with them to continuously improve events.

To identify, co-ordinate and where appropriate deliver Staff training which supports the development and continuous improvement of event delivery.

To manage the administration, planning, logistics, budget management and delivery of;
internal suppliers – Car Parking, Admissions, Food & Drink, Cleaning, Maintenance, Porterage, IT, and Staffing across all teams.
external suppliers e.g. Catering, AV, staging, lighting, performers, and any other partners.

Oversee and continuously evaluate the quality, performance and value for money of all external partners.

Develop Service Level Agreements and Supplier contracts for use with external partners and ensure all events are compliant with legislative requirements relating to health & safety, risk assessments and licensing requirements.

To positively and professionally represent the Museum at all events, providing Staff and Visitors (for Venue Hire events) with a dedicated point of contact and overseeing their smooth delivery.

To effectively manage and direct event staff in the delivery of an event.

Respond positively to all visitor feedback of events and develop internal frameworks which enable feedback and event data to be fed into and improve the planning and delivery of future events.

Occasional Duty Management duties, accountable for the overall safety and operation of the Museum site, during events.

Accountabilities

Financial control – budget setting and management

Impact and experience of Visitors of the Museum's Public Events Programme – c40,000 visitors

Impact and experience of Visitors of the Museum's Venue Hire Events – c60 events per year

Person Specification (What You'll Need)

Experience

A record of management and achievement in a comparable organisation, specifically relevant to the purpose and scale of the role.

Proven experience of managing and continuously improving complex, large-scale events and programmes.

Proven experience of delivering excellence through others.

Strong planning and organisational skills and proven ability to manage the planning and delivery of multiple events at any one time including those in the scheduled in future months.

An ability to meet high quality standards and excellent levels of customer service, whilst working to tight deadlines.

Experience of successfully managing and developing external relationships and partnership-working.

Commercial judgement and strong business discipline.

Level 2 Event Planner Certificate or BTEC, or equivalent experience.

Personal Attributes

Enthusiasm for the Museum's aims and its independence, a broad understanding of heritage and conservation issues, collections, research, formal and informal learning and an interest in all areas of the Museum's work.

Ability to represent an organisation positively, professionally and compellingly to internal and external audiences.

Integrity.

Ability to build strong and effective working relationships with Colleagues.

Strong influencing and persuasion skills.

Ability to remain calm and make effective decisions under pressure.

Strong written and verbal communication skills.

Dimensions

Immediate Budget responsibility of c£120,000

Influence and contribution towards Enterprise Trading performance for Events – c£300,000

Influence and contribution towards Venue Hire performance – c£146,000

Working Relationships

Expected to interact frequently with external suppliers and Museum visitors

Work closely with the Programme Developers to ensure events are delivered as per the creative brief produced

Work closely with the Business Development Manager to ensure venue hire events are delivered as per the client brief

Expected to interact at middle and senior management level across the organisation, daily and weekly

Communication includes negotiation and influencing, information giving/receiving

Reports To: Head of Museum Operations
Direct Reports: None
Hours: Full-time, 37.5 hours per week with regular weekend and evening working
Salary: c. £30,000 per annum

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