

Events Officer



The Wallace Collection

THE WALLACE COLLECTION

The Wallace Collection is a collection of the fine and decorative arts formed in the eighteenth and nineteenth centuries by four successive Marquesses of Hertford and the 4th Marquess's son, Sir Richard Wallace. It was left to the British Nation in 1897 and opened as a national museum in June 1900 in Hertford House, a grade II listed building in central London. It is managed by a Director 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.

In September 2005 restoration work began on the first floor as part of a rolling refurbishment programme. Refurbishment works to much of the first floor have now been completed which complement four sumptuous galleries on the ground floor. Works to the East Galleries are nearly complete and plans are underway for the final stage of the project which will culminate with the restoration of the Great Gallery in 2015.

Whilst for many the main draw of the Wallace Collection is the amazing permanent collection, exhibitions related to the permanent collection are also staged and continue to grow in popularity. Our forthcoming exhibition is *The Noble Art of the Sword: Fashion and Fencing in Renaissance Europe* and *Murillo in the Wallace Collection* (May to September 2012).

ROLE OF THE DEVELOPMENT AND MARKETING DEPARTMENT

The Development and Marketing Department's key purpose is to increase the generation of income in order to enable the Collection to achieve its principal aims and to present it to the external world through press, pr and marketing. The Department generates income through hire of the galleries for corporate hospitality and private events and through fundraising and corporate membership. The Events team have an income target this year of nearly £800K. The Events Officer's role is to work with the Head of Events and the other Events Officer to meet this fundraising target and to ensure the smooth running of all corporate and private events at the Wallace Collection, along with PR and Development events for The Wallace Collection.

The success of the Development and Marketing Department will enable the Collection to improve its services to the visitor, increase the number of visitors and continue the museum's excellent conservation and curatorial programme. The Events team is comprised of three staff: the Head of Events, the Events Officer and the Events and Corporate Membership Officer.

OVERALL PURPOSE AND ROLE

- To assist the Head of Events and work with the Events Officer to maximise the income generated from corporate and private hire of the Wallace Collection, while ensuring that events cause the minimum of disruption for the Collection
- To market the Wallace Collection as a prime venue to a wide range of potential and existing customers on a regular basis, ensuring each year to have secured a high percentage of new clients
- To manage and assist with events staged at the Wallace Collection, both external and internal, ensuring they are delivered to the utmost standards of customer care and are supremely co-ordinated
- To have responsibility for the upkeep and maintenance of the Wallace Collection's Events and contact management database
- To be self-administering

RESPONSIBILITIES

Income Generation

- Handle enquiries via telephone and email concerning hiring of space at the Wallace Collection, arranging and conducting site visits, making provisional bookings and generating contracts, invoices and events schedules
- Manage events, handling all client and contractor liaison and ensuring that the event is delivered superbly and all follow-up undertaken efficiently
- Establish excellent relations with clients and their suppliers (e.g. caterers, florists, audio-visual, lighting)

Marketing

- With the Head of Events help to implement a comprehensive marketing strategy, to include mailings, eNewsletters, telephone campaigns, special promotion events
- Help with the production of marketing materials as required and manage the updates to and development of the Wallace Collection's website
- Assist in the research of potential new clients

Database

- Become familiar with Panopticon, the Wallace Collection's current contact management and events database
- Ensure the database is current and kept updated
- Liaise with the database designer in conjunction with the museum's other departments (including Education and the Director's Office) as required to set up training sessions and make amendments to the system

Corporate Membership

- Assist the Events & Corporate Membership Officer with managing the scheme when necessary

Wallace Collection Events

- To co-ordinate the logistics of events organised by other departments, including Exhibition Opening parties, and at-cost events for other organisations as required

Administration

- Determine the commission payments owed to the Wallace Collection by suppliers and generate invoices
- Book guide lecturers and curators for events as required
- Maintain lists of upcoming events and circulate them internally & externally on a regular basis
- Help to ensure appropriate staffing is in place for events and attend weekly events meetings
- To produce financial reports and campaign reports
- Work with the Head of Collections Service to implement the museum's new records management system
- Other duties which may be reasonably requested from time to time by the Head of Events

REPORTING STRUCTURE

Reporting to the Head of Events

KEY RELATIONSHIPS

- Head of Events, Events & Corporate Membership Officer
- Marketing & Press Manager and Development Manager
- Development Officer
- Development and Marketing Assistant
- Director: Development and Marketing
- Security Managers, Security Team, Facilities Team
- Retail Operations and Front of House Manager, Front of House and Retail Officer, Front of House Team
- Administration Assistant
- Other Wallace Collection departments especially Education, Curatorial, Conservation

PERSON SPECIFICATION

- Proven experience of organising and running a variety of events preferably in the arts or corporate sector
- Database management experience
- Marketing experience, including basic website editing skills
- Strong organisational skills and attention to detail
- The ability to work with people across the whole Collection, as well as with a variety of clients and contractors
- IT skills essential, including use of Microsoft Office
- Knowledge of Access databases
- Confident and outgoing personality
- Educated to degree level
- Appreciation of the needs of a national museum in terms of its art content and how it operates as a Non Departmental Public Body within a subsidised sector.

REMUNERATION & WORKING HOURS

The salary for this post will be circa £21,000 per annum. In addition, the post holder will receive 25 days paid annual leave (plus 2.5 "privilege" days) pro-rata, and membership of an occupational pension scheme. Hours worked on events during the week can be claimed back as time off in lieu, ideally taken off the following day; alternatively staff can choose to be paid overtime. Overtime may also be paid for events held Friday-Sunday.

Application process:

Closing date for completed application forms: Monday 9th January 2012, 12pm

Date of 1st interview: Thursday 19th January 2012

Date of 2nd interview: Tuesday 31st January 2012

An application form can be found and downloaded from our website www.wallacecollection.org. Alternatively, you can write to the Personnel Department, The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN for a postal application pack.

The Wallace Collection is an equal opportunities employer

Location:	Wallace Collection, Manchester Square
Category:	Events
Duration:	
Type of Contract:	Permanent
Hours:	Full Time
added: Dec. 16, 2011	deadline: Jan. 9, 2012

More information: <http://www.wallacecollection.org/>