**Commercial Events Manager**

**Salary: £30,000- £32,000**

**Reporting to: Director of Commercial & Operations**

1. **Role Summary**

Sir John Soane’s Museum is considered by many to be best house-museum in the world, help us keep this unique Grade I listed building and historic house open to everyone and a source of inspiration for future generations. The Museum was Soane’s house as well as his private museum, his eclectic collection of antiquities, furniture, models and paintings still arranged today as they were at the time of his death in 1837.

Our plan for the future is to build on the success of the recent years - we were a finalist for Museum of the year in 2017, we are developing a new and exciting exhibition and learning programme and we are welcoming more visitors than ever before.

A high performing Soane Museum Enterprises team is vital to ensure the Museum becomes more self-sufficient by increasing commercial income year by year. Over the past two years the events business has increased significantly and in 2018/19 we managed more than 60 commercial events including dinners, receptions, and filming and photography. In addition we managed over 100 private tours.

The Commercial Events Manager is responsible for a sales target of £200K+ for the Museum’s commercial venue hire, tours and filming offer; the successful applicant will be responsible for all aspects from sales and marketing strategy to overseeing the managing and coordinating of events.

This is an exceptional opportunity to work in a small and friendly, but high profile, national museum at a busy and exciting time, and make a very real contribution to its future income generation.

**Reports to:** Director of Commercial and Operations

**Reports:** Commercial Assistant Tours & Events

**PRINCIPLE RESPONSIBILITIES**

* Generate sales to reach a gross target of £200,000+. Lead generation is likely to be a mix of networking with existing clients (current and lapsed), developing new business and maintaining/expanding existing database, conducting research and cold-calling as necessary.
* Line Manage the Commercial Assistant Tours and Events ensuring the effective delegation of responsibilities, managing their workload and performance and their personal development
* Professionally respond to customer enquires via email, telephone or face to face contact within 24 hours and carry out all administration regarding bookings.
* Ensure that our venue hire website is kept up to date and fresh, updating brochures and marketing materials as and when necessary
* Responsible for managing all financial aspects of the commercial hire business, timely client invoicing and monitoring caterers’ commission payments and invoicing.
* Work with other Museum departments on joint collaborations and initiatives, and help in organising/set up of internal and external events
* Liaise with the Museum’s Operations team for booking permanent and casual staff to work at the events.
* Act as the Museum’s representative at bi-monthly meetings of Unique Venues of London and any other member organisations
* Manage the marketing budget, providing reports and other papers for Board and Trustee meetings when requested
* Working with the Director of Commercial & Operations to maintain standards, innovation and Conservation protocols across the business

**PERSON SPECIFICATION**

**Essential**

* Experience of event management and working within the commercial venue hire events industry, including directing/managing others at events and problem solving isues
* Proven ability to achieve sales targets
* Diplomatic and mature negotiating skills, with the ability to prioritise and work under pressure to a high standard
* Highly organised, pro-active and with lots of initiative and energy
* Excellent interpersonal and communication skills with a very high standard of both verbal and written English
* Smart, presentable and courteous with a welcoming personality and highly professional. A very high level of client service, as befits an exclusive and prestigious venue, is expected
* Keen sensitivity to a museum/historic house environment, where attention to security, and to the care of the collection and fragile interiors, is paramount

**Desirable**

* Experience of line management, prioritizing tasks and delegating workload
* Previous experience in a Museum or historic house environment

The role is ideal for a highly organised individual, with a passion for sales and an understanding of the challenges and sensitivities of working in an historical environment where the primary function is not commercial. The successful candidate will have initiative, will be a great communicator who possesses strong customer service skills and has a creative approach to problem solving with the ability to work on several complex tasks simultaneously whilst remaining calm under pressure.

**Salary Information and benefits**

Permanent Contract

35 hours per week. Some early, evenings and weekend shifts will be required. TOIL will be given.

Nest pension scheme

Season ticket loan

Salary: £30,000- £32,000 plus performance related bonus

There is a generous annual leave allowance of 26.5 days and all Bank Holidays

Access to other worldwide museums using ICOM card

**How to apply**

Applications in writing (a full CV and a supporting letter) summarizing your interest in this post, and providing evidence of your ability to match the criteria outlined in the Job Description, together with the names and addresses of two referees, should be sent by email to recruitment@soane.org.uk

The closing date is 9.00 am on Monday 24 June 2019

Interviews will be held on Thursday 4 July 2019