



Job Description

Event Sales Assistant

DEPARTMENT:	Commercial
LOCATION:	Compton Verney
REPORTS TO:	Event Sales Manager
KEY RELATIONSHIPS:	Matrix working with all staff Casuals and freelancers Volunteers Corporates, clients and event organisers Caterers Other third parties
HOURS PER WEEK:	Normally 37.5 hours. However your pattern of hours will reflect operational requirements and there will be occasions when you will work reasonable time in excess of the core hours, working across evenings and weekends – this will be by prior agreement.
SALARY:	£19,000 per annum
CONSTRAINTS: (Travel/Base/Working Patterns etc)	Flexible working will be required including weekends, evenings and early mornings. Will manage time effectively and flexibly to ensure all aspects of role are covered and business needs are met.
DATE:	April 2021

Compton Verney Art Gallery and Park

We are an award-winning gallery, based in a Grade I-listed Georgian mansion amidst 120 acres of Grade II-listed Lancelot 'Capability' Brown parkland in Warwickshire. With six permanent collections (Naples, Northern European Art 1450-1650, British Portraits, Chinese, British Folk Art & The Marx-Lambert Collection) and a schedule of thought-provoking changing exhibitions and events, we are an accredited museum, and a registered charity. For more information about Compton Verney, visit www.comptonverney.org.uk **Twitter** @ComptonVerney / **Facebook** /ComptonVerney / **Instagram** @Compton_Verney

Main purpose of the job

Working within the commercial department this role will often be the first point of contact for enquiries and will deal with event booking enquiries as well as executing smaller events from start to finish, supporting the team on the coordination, planning and organisation of events and providing administrative support to the Commercial Hire team. You will be working closely with the Event Sales Manager and Events Coordinator on a busy calendar of public and private events hosted within our Galleries and Grounds. The events booked at Compton Verney Art Gallery & Park vary in nature and range from complex wedding receptions to simple board meetings, infrequent filming to large scale external events. This will include setting up meetings and show rounds, creating quotes, updating templates and website information, completing contract details and confirming booking details on the Event Management System, confirming suppliers and often being the first point of contact for the hires inbox and phone line.



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Key accountabilities of the job holder

This is an exciting opportunity to work within the commercial department at Compton Verney Art Gallery & Park. A varied and evolving role - the ideal candidate will be dynamic and highly motivated, willing to learn, calm under pressure and proactive. You will have experience of working with the public, ideally in delivering events and have excellent interpersonal skills. You will be a first-class communicator with excellent problem-solving skills, good time management, solid administration skills and an ability to juggle a varied workload of responsibilities, ensuring exceptional customer service is always delivered.

Main responsibilities

- To support the Event Sales Manager and Events Coordinator with public and private event generation and execution
- To respond to and record client enquiries
- To produce follow up quotes and proposals for clients
- Coordinate deliveries and suppliers
- Database processing and maintenance on CRM system
- Preparation of event management forms and running orders
- To communicate clearly with all Compton Verney teams on event deliverables
- To manage bookings and track pipelines
- Proactively contacting prospective hirers, answering calls, sending out information, hosting venue show rounds, quoting, preparing contracts with support and making operational arrangements with caterers, working with the event sales manager and event co-ordinator and other sales orientated staff and volunteers.
- Supporting implementation of Compton Verney's Hire and Events sales and marketing strategies to increase the number of and profitability of weddings, corporate hire, private parties and groups, in line with the targets set in the Forward Plan.
- Contribute to market research, preparing competitor analysis and benchmarking analysis across the hire business, including parties, corporates and weddings.
- Support the team to plan each event around the operational complexities of an open public art gallery. Organise the required resources to safely run the event. Work with external suppliers; ensure risk assessments in place and all required licences obtained.
- Post event, membership generation and photo requests for wedding couples.
- Filing and organisation of hire image bank
- Some administrative support to the commercial director
- Keeping the Events Calendar Database accurate and regularly communicate upcoming events with the broader business.
- Responsible for your own personal safety and those personnel under your authority, in addition to others who may be affected by the company's activities. You must understand and implement the Compton Verney Health, Safety and Welfare policy and procedures training personnel; evaluating practices and procedures; assessing risk and ensuring adherence to the law. You have a responsibility to ensure all accidents/incidents and or health and safety concerns are recorded and followed up as detailed in the Health, Safety and Welfare policy
- The Post holder may be required to undertake other duties which are compatible with the overall scope and authority of the role.



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Compliance Equalities

- To promote equal opportunities at all times, to plan accordingly to encourage the widest level of engagement, from the widest range of audiences, removing barriers to access and ensuring representation in public programmes.

GDPR

- Ensure that data is appropriately used and collected at all times

Health and Safety

- Ensure that all H and S protocols are in place for all events at all times, undertake risk assessments, method statements and report on any incidents in a timely and effective way to protect audiences and staff. Responsible for your own personal safety and those personnel under your authority, in addition to others who may be affected by the company's activities. You must understand and implement the Compton Verney Health, Safety and Welfare policy and procedures training personnel; evaluating practices and procedures; assessing risk and ensuring adherence to the law. You have a responsibility to ensure all accidents/incidents and or health and safety concerns are recorded and followed up as detailed in the Health, Safety and Welfare policy

Safeguarding

- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the Safeguarding Policy and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.

Environmental Policy

- Ensure that the most effective production and delivery that least impacts on the environment is applied in all areas

We are committed to developing an organisation that is representative of diverse communities and welcome applications from all sections of the community. The following groups are currently underrepresented: Disabled, Black, Asian and ethnic minority groups.



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JOB HOLDER SPECIFICATION

<u>Specification</u>	<u>Essential</u>	<u>Desirable</u>
QUALIFICATIONS & ATTAINMENTS		
Educated to at least A level or equivalent	*	
Personal Licence Holder		*
First Aid Qualified		*
WORK EXPERIENCE		
Experience of pro-active sales	*	
Experience working in a historic environment, art gallery or public visitor attraction		*
Understanding and ideally 12 months plus experience of event operations and execution		*
12 months administrative or customer service experience	*	
Experience of dealing with the public	*	
SKILLS		
Excellent organisational skills including time management	*	
Strong IT skills; Good understanding of basic IT/web systems/outlook/excel.	*	
Ability to work independently, assess priorities and make decisions	*	
Excellent customer service skills	*	
Good communicator, confident, personable; able to develop rapport with a wide range of people	*	
Good written and verbal communication skills	*	
Commercially minded with good negotiation skills	*	
Methodical approach with an eye for presentation and detail	*	
Team Player	*	
BEHAVIOURS/CHARACTERISTICS		
Pro-active, self-starter, displays initiative and takes ownership	*	
Good telephone manner	*	
Proven diplomacy skills and ability to deal with difficult matters that arise with tact, patience and maturity	*	
Well-presented and self-confident	*	
A team player but also able to work autonomously	*	
Works well under pressure	*	

One Compton Verney

A manifesto for an extraordinary place

1

An extraordinary place

We are One Compton Verney: more than an art gallery, a house and a park. Rather than separate elements, our exhibits, interpretation, education, activities, experiences, events, facilities, services and digital presence are deeply integrated. We deliberately blur the perceived boundaries between visual and performing arts, indoor and outdoor, architecture and landscape, science and nature, creativity and learning, digital and analogue, and visiting and participating.

2

We connect everyone to art, nature and creativity

Our galleries, spaces and grounds are places for contemplation, conversation, music, performance, storytelling, learning, making, gardening, play, and creative response. This fascinating and ever-changing cultural kaleidoscope is magical it envelops you and invites your engagement. This engagement promotes visitors' wellbeing, physical and mental health.

3

We're a catalyst for ideas

We are a platform for dialogue, debate and interaction with society: a generator of new ideas and a facilitator of how to action them. To do this, we convene artists, creatives, writers, dancers, musicians, scientists, academics and specialists with our audiences. Together, through discussion, debate, research, experiment, co-creation, dynamic encounters and unique experiences, we explore contemporary ideas, innovative solutions to pressing problems, new interpretations, multiple perspectives and challenge traditional narratives.

4

We invite you to spend deep, meaningful time

A visit to Compton Verney is an extraordinarily immersive experience with a profound sense of place. We want you to relax and spend deep, meaningful time in our landscape, and with our art. But we can also animate and provoke, stimulate and heighten all of your senses. We invite you to roam, explore and discover, to be yourself, lose yourself and find yourself, feel free, and maybe try something you have never done. For you and those you love, we want your visit to be joyful, playful, surprising and delighting. Your search for truth and beauty will bring food for thought and a feast for the soul. A visit to Compton Verney is a tonic: it energises, nourishes, rejuvenates and uplifts.

5

We experiment, influence, ignite and inspire

Everything we do is done with careful reflection, great commitment and attention to detail. Our knowledge base, expertise, reach and international standing give us the authority to innovate. We are agile and proactive, inventive and entrepreneurial and have the courage to take and manage risks, learning from every experiment. We influence arts practitioners, environmentalists and scientists, igniting and inspiring the next generation.



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We think globally and act locally

We take a stand and contribute to a better, kinder world. Specifically, we champion environmental sustainability, build audience diversity and equity, deliver transformative learning outcomes and commit to social responsibility in everything we do.

7

We're for everyone

We reach out to engage the widest possible audience. We welcome you and your family to ours and invite you to join us. We support our visitors to feel safe, at ease and at home. We count on your support to sustain Compton Verney for the future. We want one visit to mean that you will carry a piece of us with you until you return.