

Job title	Deputy Event Manager
Division	Gardens, Libraries and Museums (GLAM)
Department	Museum of Natural History
Location	Museum of Natural History, Parks Road, Oxford, OX1 3PW
Grade and salary	Grade 4: £21,220 - £24,565 per annum
Hours	0.6 FTE with flexibility to increase FTE during periods of high activity
Contract type	Fixed term for 1 Year
Reporting to	Event Manager
Vacancy reference	141082
Additional Information	<p>There is a requirement to be able to work flexibly over 7 days a week including evenings, weekends and bank holidays.</p> <p>This role includes a moderate amount of activity, including lifting and moving objects, actively moving around the museum space including climbing stairs to those areas not accessible by lift – all necessary health and safety training will be provided.</p>



About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit www.ox.ac.uk/about/organisation

Gardens, Libraries and Museums

The Gardens, Libraries and Museums (GLAM), a group of six departments led by the Pro-Vice-Chancellor (GLAM), comprises the University's major collections: the Bodleian Libraries, the four museums – Ashmolean, History of Science, Natural History, and Pitt Rivers – and the Botanic Garden & Harcourt Arboretum. Both individually and collectively, the collections are integral to the delivery of the University's strategic aims of teaching, research and widening participation. Whilst each collection maintains a distinct individual identity, GLAM also works collectively where practicable to ensure sustainability and consistency of standards.

For more information please visit: <http://www.admin.ox.ac.uk/glam/>

University Museum of Natural History

Oxford University Museum of Natural History was opened in 1860 and houses the University's extensive scientific holdings of natural history, which are used for research, teaching, and public engagement with science. The holdings are currently organised into three collection areas: Earth, Life and Print & Digital. The Museum is 'Designated' by Arts Council England as having collections of national and international importance, and these comprise around 7 million specimens that are second in importance only to the national collections. The building, which is Grade 1-listed, is regarded as one of the finest examples of Victorian architecture in Britain, with its glass roof supported by iron pillars, and internal decoration that has a strong association with the Pre-Raphaelite movement.

The role

The Museum of Natural History Museum is renowned as a venue for exciting and diverse events. The management and delivery of all internally hosted and externally hosted events is a significant activity which bears directly upon the public reputation of the Museum as well as providing an essential source of revenue to support core activities. The volume of events is increasing and the Events Team, led by the Events Manager, now oversees more than 160 events a year. These include corporate, internal, and social events, conferences, weddings, and events for other University departments, art associations and charities. The Events Team also play a major part in supporting the development and logistics of in-house public engagement events.

This role is to support the Events Manager. The successful candidate will work as part of the Events Team providing crucial event support in all aspects of event operations.

Responsibilities

Work closely with Events Manager to grow the commercial hire business for the Museum, particularly focusing on small meeting room bookings by:

- Responding to telephone and email enquiries efficiently and in a professional manner.
- Conducting client show-rounds in a confident manner, displaying knowledge of event spaces and of the Museum and the collection to enhance the special nature of the venue.
- Preparing documents including detailed and accurate proposals and costs, following up on all leads promptly and in a professional and friendly manner.
- Developing good working relationships with colleagues from the wider museum and University, understanding their roles and asking for their advice and/or involvement in the planning of events as appropriate.
- Developing and maintain external relationships with clients and contractors (e.g. caterers) – establishing clear and regular contact from enquiry to delivery.
- Assisting with building and maintaining a client database of enquiry and booking records in line with GDPR guidelines.
- Being actively involved in the set-up, coordination and operational delivery of daytime and out-of-hours (evening and weekend) events as required and with the full support of the wider events team.
- Assisting with marketing for commercial events, including maintaining contact with previous clients.
- Working closely with the Events Manager to maintain good administrative systems.

Other duties

- Being the first point of contact for the department, responsible for responding to queries via the general events phone number and email address.
- Gathering, collating and updating venue information and event images to help develop content for marketing use.

- Willingness to perform any other duties appropriate to the grade and nature of the post as required.

Hazard-specific / Safety-critical duties

This job includes the following hazards or safety-critical activities which will require successful pre-employment health screening through our Occupational Health Service before the successful candidate will be allowed to start work:

- Regular manual handling

Essential Requirements

- Experience of working during events at a similar venue from set-up to take-down, giving clear instructions to ensure the smooth running of event operations
- Excellent interpersonal and customer service skills, including diplomacy and discretion, and experience of liaising effectively with museum colleagues, clients and external contractors.
- A dynamic, hard-working problem solver, with experience of working in fast-moving and demanding environments, working to critical deadlines with a 'can-do' attitude.
- Ability to maintain a calm, friendly and polite manner when dealing with difficult situations
- Flexibility about working hours: the job involves office-based daytime hours along with managing some events in the evenings and weekends
- A proven team player, committed to working collaboratively and supportively with colleagues and stakeholders in a dynamic environment
- Ability to lift and move furniture, signs and AV equipment
- Good oral and written communications skills, with the ability to pass on clear and accurate information. Advanced IT literacy including Microsoft Word and Excel

Desirable selection criteria

- Experience of working in a museum, gallery or similar environment within the culture sector and/or have an interest in Natural History
- Understanding and experience of setting up audio visual equipment
- First aid training and knowledge of Health and Safety legislation
- Responsibility for dealing with building security

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from www.ox.ac.uk/about_the_university/jobs/support/. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

Important information for candidates

Pre-employment screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: www.ox.ac.uk/about/jobs/preemploymentscreening/.

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at:

www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. From 1 October 2017, the University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club provides social, sporting and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for international staff

The University offers support and advice to international staff, including a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation and local schools. See www.welcome.ox.ac.uk.

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff to settle into Oxford and to provide them with an opportunity to meet people in the area. See www.newcomers.ox.ac.uk.

Childcare

The University has excellent childcare services with five University nurseries, as well as University-supported places at many other private nurseries.

For full details including how to apply and the costs, see www.admin.ox.ac.uk/childcare.

Family-friendly benefits

The University subscribes to My Family Care service through which staff are eligible to register for emergency back-up childcare and adultcare services, a 'speak to an expert' advice service and a wide range of guides and webinars through a website called the Work+Family space.

See: www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see www.admin.ox.ac.uk/eop/disab/staff.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at www.admin.ox.ac.uk/eop/inpractice/networks/.

Additional benefits

Staff can enjoy a range of other benefits and discounts, including free entry to the Botanic Gardens and University colleges, and discounts at University museums.

See www.admin.ox.ac.uk/personnel/staffinfo/benefits