

# People's History Museum

Events & Bookings Assistant

January 2022



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## Letter from the Head of Development

Hello,

Thank you for your interest in working at People's History Museum.

The Events & Bookings Assistant sits within our Development Team, the "income generation" aspect of the museum, who work hard to drive commercial income so that we can deliver our social impact. It's a really exciting time to join the team as we are looking to grow our business and build a reputation as Manchester's premier ethical events space.

To support this ambition, we are looking for an individual who is driven, results focused and thrives in a fast paced environment. We're looking for someone with exceptional organisational skills, who can offer fantastic customer service and loves working in the high paced events environment. You'll be working with a wide range of clients and colleagues; every day will be different.

If you would like to find out more about the museum's work, you can visit the website but please note, your application and interview are not a test of how well you know the organisation.

I know how much time and effort an application can take and we have tried to make the process as clear and efficient as possible. We are always seeking to improve, so please do let us know if you have ideas for how this process could be better, I look forward to hearing from you and wish you the best of luck.

With best wishes,

Aine Graven  
Head of Development

## About us

People's History Museum (PHM) is the national museum of democracy. PHM showcases the struggle for equity and equality, celebrating our radical history and providing space to explore contemporary issues through often marginalised voices. Since 2017, we have co-curated our programmes in partnership with communities, working with organisations and individuals to shape authentic content which amplifies lived experience.

Our vision is of a fairer society where people's voices and actions make a difference. We see our role in this as a catalyst; we aim to inspire audiences to take action on issues important to them by sharing inspiring stories of activism and by bringing them together through our ongoing programme of engagement, learning and events. We attract 125,000 visitors annually, comprising local, national and international audiences. We also run a programme of learning events for schools and communities, and host our popular 'Lates' on topical issues linked to our collection and mission.

We are keen to involve audiences and communities in all aspects of our work and to use models of co-curation, collaboration and crowd-sourcing when developing and delivering our programmes. Over the next few years our innovative programme-led approach will be exploring some important subjects and issues relevant to us all today including migration, disabled people's rights and activism, and environmental activism.

The museum is an independent museum, charitable trust and company limited by guarantee. It has a [Board of Trustees](#) as well as a Trading Company Board and an Audit and Risk Committee.

Driving commercial income is a vital source of funds for PHM and our approach to generating profit for purpose. Our business plan sets out our ambition to grow our commercial income streams, with [Venue Hire](#) as one of our strongest opportunities to achieve this. We want our building to be a hotspot for all kinds of events including corporate workshops, weddings, cultural events and much more, building on our reputation as a leading ethical events space in Manchester.

**Job Description:**  
**Events & Bookings Assistant (Maternity Cover)**

**Salary: £11,359 per annum**

**Hours:** 21 hours per week worked within a flexitime system, some evening and weekend work required which can be taken back in lieu

**Annual leave:** 14.5 days plus bank holidays

**Contract:** Fixed Term until January 2023

**Responsible to:** Business Development Officer

**Location:** Based at People's History Museum with the opportunity for agile working in line with PHM's hybrid working policy

**Role Purpose**

An efficient and friendly bookings and events professional who supports the Business Development Officer in dealing with day-to-day bookings, logistics and admin for People's History Museum's hireable spaces. The person in this role will liaise with customers looking to book the spaces at PHM for corporate workshops, weddings, cultural events and much more. This role will also involve liaising with other departments within PHM and our in-house catering business, Open Kitchen.

The Events & Bookings Assistant will also support the co-ordination of large-scale PHM events, including the design and delivery of ticketed events such as the museum's 'Lates' programme and Fundraisers.

The Events & Bookings Assistant will work with the museum's CRM system to manage bookings, event specifications and produce monthly reports on performance.

**Main Role Responsibilities:**

1. To act as the main point of contact for confirmed bookings, to liaise and co-ordinate with clients to confirm arrangements for events by providing excellent customer service to prospective clients including responding to enquiries and showing clients the venue.
2. To support the planning and delivery of the quarterly 'Late' event and fundraising events in aid of the museum.
3. To coordinate event requirements with PHM and Open Kitchen teams to ensure events run smoothly with correct catering, level of staffing, set up of spaces and equipment. This includes preparation of the detailed events schedule and coordinating communications/meeting for involved staff.
4. To maintain efficient and accurate administration around all events, utilising the CRM system and preparing monthly reports of events data, including enquiry numbers, income and visitor figures using the Venue Hire CRM reporting functions and financial spreadsheets.
5. To proactively seek feedback after events and include in monthly report with any improvements to be taken.
6. To monitor cleanliness and state of repair of all conference rooms, furniture and technical equipment and arrange any action as required.

## Experience, knowledge and skills

We are looking for a candidate who can demonstrate experience, knowledge and skills across the following criteria with the opportunity for ongoing training and development to support the successful candidate once in post.

Experience, knowledge and skills	Assessed through
Excellent customer services and communication skills, confident in speaking to a wide range of stakeholders in person, via phone and email.	Application, Interview and Task
Strong administration skills, able to take pieces of information from a range of communication methods and turn into an efficient bookings specification, across multiple upcoming events.	Application, Interview and Task
Strong IT Skills, confident in using Microsoft packages. Experience of CRM or events management systems is an advantage.	Application, Interview and Task
Good attention to detail, timekeeping and problem solving skills.	Application, Interview and Task
Experience of organising events.	Application and Interview

## How to apply:

In the online form you will be prompted to answer the four questions below. All examples and experience can be taken from your work, education or personal life.

1. Please tell us about a time you have supported the organisation or delivery of an event. (max 300 words)
2. Please tell us about a time you have communicated information clearly and effectively to someone else (this can be formally or informally) (max 300 words)
3. Please choose two of the main role responsibilities (see p.5) and tell us about any relevant experience you have that will help you complete these tasks. (max 300 words)

The closing date for applications is Monday 7 February at 9am. Interviews will be held in the week commencing Monday 14 February. Each application will be assessed against the criteria for the roles, as published in this document.

If you have any questions regarding your application, or would like to arrange a chat to discuss the role, please contact Charlie Corkin at [charlie.corkin@phm.org.uk](mailto:charlie.corkin@phm.org.uk)

## Equity

PHM prides itself on being a welcoming and inclusive organisation, profoundly committed to advancing equality and diversity in the broadest sense. We value the benefits that diverse perspectives bring to PHM's work for people of all ages to learn about, be inspired by and get involved in ideas worth fighting for; ideas such as equality, social justice, co-operation, and a fair world for all.

We recognise we currently under-represent Black people and People of Colour, Disabled people, and LGBTQ+ people and those with intersecting identities in our workforce; PHM is actively working to address this and encourage applications from these backgrounds. While the successful candidate will be selected purely on merit, in the event of a tie between two candidates with equal experience, we may select a candidate who helps us better represent the communities the museum serves