



Role Profile

Job Title:	Assistant Events Manager
Department:	Operations (Museum Operations Directorate)
Reporting :	Events Manager
Location:	Portsmouth Harbour sites
Date:	July 2021

NMRN Vision and Mission

Vision: To be the world's most inspiring Naval Museum

Mission: Inspiring learning, enjoyment and engagement with the story of the Royal Navy, and its impact in shaping the modern world.

Primary Job Purpose

To assist in the delivery of all location based functions and events at our Portsmouth Harbour sites.

Working with the Events Team, deliver targeted income and profit margin through responding to enquiries, arranging show rounds, and following up with clients, as necessary.

To deliver an outstanding level of customer care to all of our users through demonstrating the NMRN MARITIME values and behaviours.

To ensure visitors are welcomed, assisted, delighted, engaged and inspired.

To deliver unique, consistent and high levels of visitor experience and satisfaction, in line with the ethos and branding of NMRN.

Decision making authority and freedom to act

Works with the Events Manager to develop potential revenue streams.

To make decisions on the day to day operational management of the team.

Contributes to the delivery of the Corporate Plan.

Financial authority

Delegated authority (Band G).

To operate within the agreed budget for staff and non-staff costs.

To ensure all colleagues within the department comply with NMRN finance and procurement policies.



Information systems

Shares and contributes knowledge at team meetings.

To utilise systems for room bookings and other processes as required.

Ensure the appropriate maintenance of documentation and use it to generate reports that inform future work.

Responsible for identifying risk and following instructions or procedures designed to mitigate those risks.

To ensure all information systems and operated in accordance with NMRN policy and procedures and comply with the General Data Protection Regulations (GDPR)

People management

Is a role model of NMRN values and behaviors whilst at all times acting to enhance the National Museum's reputation and ensuring its collections are protected for future generations.

Manages the Events Assistants.

Motivates, inspires, and influences others, providing effective line management support to individuals and the team to develop and reach their full potential.

Effectively delegates to support individual and team development to achieve team and strategic objectives.

Ability to adapt management style, when required.

To manage resources to ensure events are adequately staffed at all times.

To be a customer service role model for all colleagues, providing learning and development, direction, and support.

Developing knowledge of own work area to positively share with colleagues.

Ability to work within and effectively contribute to a variety of teams.

Communication and relationships

Works closely with the Events Team and supports other Events Managers and Events teams.

Works with colleagues across the museum.

Liaise with other networks, organisations and wider business partners.

Ability to positively represent the Museum to external organisations.



Knowledge, Skills and Experience	
Subject	Mandatory
Knowledge	<p>Demonstrable understanding of both customer service and customer care principles.</p> <p>Knowledge of Health and Safety requirements and a willingness to learn more.</p> <p>Involvement with public events and corporate functions, including an understanding of entertainment and licencing regulations.</p> <p>Good verbal and written communication skills</p>
Experience	<p>Demonstrable experience of selling and delivering successful events.</p> <p>Track record of delivering an outstanding customer experience.</p> <p>Experience of working in a customer focused environment and experience of bar work.</p> <p>Experience of motivating and supervising small teams.</p> <p>Ability to work as a team, especially in times of change.</p> <p>Experience of working in a complex multi stakeholder organisation.</p> <p>Ability to work independently and organise and prioritise workload to meet changing demands and comply with tight deadlines.</p>

These are a guide to the contents of the main job and the skills and experience required. (This is not intended to be a task list). It is inevitable that the job content may change over time, and post holders are normally consulted about any significant changes. This information may be periodically reviewed, revised and updated to reflect appropriate changes.

I have read and fully understand the above Role Profile

Agreed by

Date:..... (Employee)

Approved by:.....

Date:..... (Line Manager)