



Role Profile

Job Title:	Events Assistant
Department:	Operations (Museum Operations Directorate)
Reporting :	Events Manager
Location:	Portsmouth Harbour sites
Date:	October 2020

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, across the Portsmouth and Gosport NMRN sites.

Supports public events.

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 support potential revenue streams.

To assist in the day to day operation of the team.

Contributes to the delivery of the Corporate Plan.

Financial authority

Delegated authority (Band G).

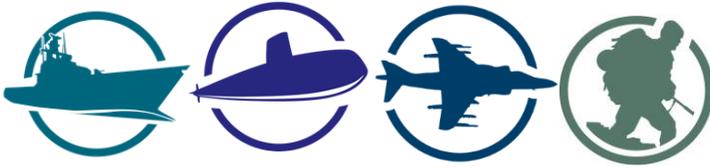
To operate within the agreed budget for non-staff costs.

To comply with NMRN finance 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 are 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.

To be a customer service role model for all colleagues.

To assist in managing resources to ensure events are adequately staffed at all times.

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

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

Communication and relationships

Works closely with the Events Managers and Public Events Manager.

Works with colleagues across the Museum.

Liaise with other networks and organisations.

Ability to positively represent the Museum to external organisations.

Knowledge, Skills and Experience

Subject	Mandatory
Knowledge	Demonstrable understanding of both customer service and customer care principles.
	Knowledge of Health and Safety requirements and a willingness to learn more.
	Involvement with public events and corporate functions, including an understanding of entertainment and licencing regulations.
Experience	Demonstrable experience of delivering successful events.
	Track record of delivering an outstanding customer experience.
	Ability to work independently and organise and prioritise workload to meet changing demands and comply with tight deadlines.



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)