

# PITZHANGER

## MANOR & GALLERY

### Events Manager

Efficient & dynamic Events Manager sought to grow the private hire business at beautiful historic venue, Pitzhanger Manor & Gallery, in Ealing, west London. Pitzhanger Manor is the Grade 1 listed 'country' house of Sir John Soane, designed and built by Soane 1800-1804. It reopened to the public in 2019 following a £12m conservation project to restore Soane's original designs and upgrade the adjacent contemporary art Gallery. Pitzhanger provides a stunning venue for private events from parties and weddings through to events and corporate conferences.

Reporting to the Head of Finance, and working closely with Pitzhanger's close-knit entrepreneurial team, you will lead the development and delivery of Pitzhanger's events business, generating crucial, income to support Pitzhanger's charitable activities, exhibitions and outreach programmes. You will secure bookings and co-ordinate a full range of internal and external events.

You will have first-class planning, project management and communication skills and exceptional attention to detail. You will be adept at building relationships with a wide range of people and will have a minimum of 3 -5 years' experience managing events, preferably within a heritage context. You will be excited by the opportunity to work in a small team and at a new venue where your input can have real impact. You will have a proven track record of delivering excellent events for clients to meet a variety of budgets.

**To apply, please send your CV plus a covering letter (max. 2 sides A4) summarising how your skills and experience meet the job description and person specification to [pitzhanger@pitzhanger.org.uk](mailto:pitzhanger@pitzhanger.org.uk)**

**Deadline:** 8am on Monday 2<sup>nd</sup> November 2020. Interviews of selected candidates will take place by Zoom on Thursday 5<sup>th</sup> November.

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### **Events Manager Job Description**

Location: Pitzhanger Manor & Gallery, Mattock Lane, London W5 5EQ

Reporting to: Head of Finance

Hours of Work: Full time (35 hours/week): as the role will involve supervising some events this will include some work on evenings and at weekends. Overtime will not usually be paid but time off in lieu will be awarded once agreed and signed off with your line manager.

Salary: £27,000 -33,000 per annum

Efficient & dynamic Event Manager required to co-ordinate a variety of internal and external functions, events and conferences held at our heritage site at Pitzhanger Manor, West London

Accountabilities:

#### **Venue Sales and Bookings**

- To generate a full range of private hire bookings for the Manor, Gallery and related Pitzhanger spaces, including private functions, corporate events and conferences, weddings, performances, lectures, photo shoots and location shoots.
- To help shape, implement, monitor and adapt the annual plan for the branding and marketing of events from web, print and social media in agreed formats to promote PMGT's brand and to successfully grow the venue hire business in line with targets; to oversee and monitor marketing and sales platforms
- To answer all venue hire inquiries swiftly and professionally and maximise sales opportunities at all times.
- To arrange and conduct show rounds of PMGT's venues, ensuring PMGT's event experiences are promoted to the highest standard.
- To actively maintain a high level of administrative practices throughout all venue hire and event activity, ensuring meticulous detail throughout each step.
- To listen and respond to the client's needs.
- To build up and actively cultivate a database of clients
- To manage the competing needs of booking the space versus retaining public access to the Manor and its surrounding grounds in opening hours,

discussing with PMGT and agreeing any cases of early closure and potential inconvenience.

- To imaginatively create unique events within budgets that enhance the Manor's reputation as a first-class venue.

### **Event Management**

- To oversee all PMGT's public and internal Manor events, including support with PMGT's press and fundraising events across all locations (Manor & Gallery and grounds, The Rickyard, and Soane's Kitchen).
- To manage all logistics of PMGT's events, including venue hire and venue staffing and, if appropriate, liaison with whichever is the approved caterer for catering arrangements, photography, room dressing, AV set up and other.
- To effectively manage the expectations and requirements of the customer (internal or external) to ensure that the event is successful and that the client's expectations are exceeded.
- To ensure that a clear and effective communication channel is kept between the event manager and FOH and other members of the PMGT team to guarantee the smooth delivery of all events.
- To manage the client's and suppliers' understanding of heritage constraints of events in a Grade I listed historic site, to have overall responsibility for this on the day and ensure all staff are appropriately briefed of the constraints and this is effectively supervised on the day.
- To always ensure the health and safety standards for events are maintained across all locations and oversee risk management
- In the event that any damage occurs to the site, to deal with it appropriately including notifying PMGT, seeking compensation as appropriate, notifying insurers and managing the repair schedule as appropriate.
- To take responsibility for the upkeep of the Manor prep room and its stock and inventories.
- To respond creatively to changing circumstances and government guidelines in the delivery of events, finding effective ways to deliver quality events that meet health and safety requirements and comply with the guidelines.
- To chair weekly events operations meetings with PMGT staff re co-ordination of events needs, and being diplomatic and fair with prioritisation of the diary and needs of all teams in regard to events
- To recruit and train up a team of freelance event staff to assist with delivering events at Pitzhanger and manage their performance.

### **Finance and admin**

- To produce in collaboration with the finance team annual venue hire targets and event marketing budgets and report regularly on progress against targets to the finance team
- To budget and execute profitable events to budget.
- To be responsible for contracting clients at the appropriate time in advance and ensuring timely payment of deposits and final settlement.
- To develop and maintain a list of approved suppliers and oversee supplier relationships

- To develop all supporting materials e.g. contracts, T&Cs etc and streamline and improve all events admin processes and documents on an ongoing basis.
- To take the initiative, in consultation with the Head of Finance, to negotiate on standard terms in order to secure appropriate bookings.

#### **Other**

- To work as a team member of PMGT at all times.
- To be flexible to adapt to the changing needs of the organisation and the role as the Trust team grows.
- Actively to support the values and vision of Pitzhanger Manor & Gallery.
- To carry out such other duties as may reasonably be requested by the Head of Finance/the Director and are compatible with the post of Event Manager.
- To maintain high levels of discretion and confidentiality at all times.
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#### **Person Specification**

- First-class planning, project management and communication skills.
- Exceptional attention to detail.
- Excellent interpersonal skills, adept at building relationships with a wide range of people.
- Independent and highly organised in managing a complex workload and meeting numerous deadlines.
- Diplomacy
- Polite assertiveness to ensure that all contractors, suppliers, clients etc comply with the historic guidelines set for the heritage rooms
- Strong IT literacy - as a minimum: Word, Excel, Outlook.

#### **Experience:**

- A minimum of 3 -5 years' experience managing events, preferably within a heritage context.
- Customer service experience.
- Experience of running fundraising events.
- Experience of communicating with a wide range of stakeholders, preferably including fundraisers, Trustees, performers/artists and sponsors.