

Job description and selection criteria

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| Job title | Head of Events & Catering |
| Division | Gardens, Libraries and Museums (GLAM) |
| Department | Ashmolean Museum |
| Location | Ashmolean Museum, Beaumont Street, Oxford, OX1 2PH |
| Grade and salary | Grade 8: £45,585 - £54,395 per annum |
| Hours | Full time (37.5 hours per week) |
| Contract type | Fixed-term: 12 months from March 2024 |
| Reporting to | Commercial Director |
| Vacancy reference | 169698 |
| Additional information | <p>THIS POST COULD BE CONSIDERED AS A SECONDMENT OPPORTUNITY</p> <p>Please discuss secondments with your line manager in the first instance, as you must have their agreement that you can be released for a secondment before you submit an application. For more information please go to: https://hr.admin.ox.ac.uk/secondments</p> <p>There is a requirement to be able to work flexibly over a 7-day weekly rota including some evenings and weekends.</p> <p>This role includes a small amount of physical activity - the movement of tables & chairs for example to assist with events set-up. Equipment and training will be provided.</p> <p>You are required to submit a CV and a supporting statement with your application, outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details).</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p> |
| Closing date | 12.00 midday GMT Friday 5 January 2024 |



Job description

Overview of the role

The Ashmolean Museum has a popular basement café, a rooftop restaurant with beautiful views over Oxford and a number of unique spaces across the museum that can be hired for corporate functions, social parties and weddings.

The Head of Events & Catering is tasked with optimising these well-established commercial areas for the museum. Working with the Commercial Director, the post holder will implement a strategy for maximising revenues from catering, venue hire and corporate membership through targeted marketing and relationship-building with clients, partners & agents.

The role holder will lead and manage the retail catering proposition, working with a 3rd party catering partner, securing the best-terms and ensuring the offer consistently meets visitor & client expectations – with a food and service offer of the highest standards.

The role holder will lead and manage the venue hire team, line managing four Events Managers spanning sales and operational responsibilities and overseeing the recruitment, training and development of event co-ordinators, supervisors and assistants. This post is also responsible for supporting internal events and commercial filming and reports directly the Commercial Director.

Career break cover post

This post is to cover the absence of the substantive postholder, who is taking a period of career leave. The post is available until March 2025 or the actual return of the substantive postholder, or the resignation of the substantive postholder and employment of a new postholder, whichever is the earliest.

Responsibilities

1. Leadership

- The role holder will implement our strategy to maximise the income we generate across catering, venue hire and corporate membership.
- You will line manage four direct reports (Managers within the Events Team), agreeing objectives and training plans and completing annual Personal Development Reviews as well as overseeing the process for the wider Events Team.
- Responsible for leading and managing 3rd party supplier relationships across events and catering, ensuring our suppliers consistently deliver to the highest standards.
- Works with Marketing & PR teams (internal & external) to deliver a Sales, Marketing & PR Strategy with focused campaigns that drive business growth, utilising all appropriate marketing tools including social media, showcase events and networking groups.

2. Budgets & Sales

- To develop and agree budgets for catering, venue hire, corporate membership and filming with the Commercial Director and to manage the business to deliver against the budgets, through delegation and ownership of targets across the team.
- To ensure that the Ashmolean and our 3rd party suppliers maximise the revenue streams from events that take place within the Museum, providing first-class service to visitors and event guests.
- To ensure that our 3rd party catering providers maximise revenue generation and meet mutually agreed KPIs, delivering great products and service in the café and restaurant consistently.
- Profit & loss accountability for catering, events, filming and corporate membership (sales, income, costs & profit). To proactively manage the financial and operational performance

and in-year forecasting of these areas to ensure that targets are achieved: discussing potential shortfalls with the Commercial Director identifying initiatives to improve results.

- To ensure all commission and invoices are sent on time with regular finance meetings to ensure accuracy of accounting.

3. Operations & Delivery

- You'll work with our 3rd party catering partner to agree menus and environmental refreshes and service training plans to ensure that our retail catering offer is delivered to the highest standard.
- You'll oversee the planning & production of all venue hire and internal events within the Museum and you'll lead the operations team, ensuring that all internal and external events are delivered to the highest standard.
- To manage the relationship between third-party catering partners and the Museum, ensuring catering partners deliver against agreed terms and to ensure operational requirements are understood and provided for as appropriate.
- Responsible for the completion and periodic review and updating of venue hire risk assessments. Responsible for ensuring partners and suppliers are accountable for legal & contractual obligations including health & safety, food safety, COSSH & Licensing.
- To ensure all Museum and University requirements are complied with by supply partners, working with all parties to find solutions when necessary, and to ensure all contractual obligations are maintained by both parties.
- To oversee liaison with other museum departments: Security, Visitor Experience and Facilities teams for example, chairing regular inter-departmental coordination meetings.
- To work closely with other Museum Directors and their management teams to ensure the smooth delivery of internal and external events.
- To support with the implementation of our museum-wide decarbonisation strategy and to maintain accreditation received from the Sustainable Weddings Alliance.

4. Other Duties

- To be innovative and creative in generating new business ideas to maximise opportunities to generate incremental income across venue hire and retail catering.
- To ensure legal contracts and agreements are reviewed and updated as required to comply with legal industry standards.
- To ensure that the venue hire team comply with all University and UK Government Health & Safety and Licensing regulations.
- To oversee the management of feedback for all suppliers and colleagues regarding venue hire events and catering, ensuring they are considered and appropriately acted upon by all parties involved - making improvements where necessary.
- Working on some Bank Holidays.
- Undertake any necessary training identified.
- Comply with the policies and procedures set out in the Handbook for University Support Staff/Academic Related Staff.
- Any other duties that may be required from time to time commensurate with the grade of the job

The Ashmolean Museum reserves the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

Commercial Department

The Commercial department is responsible for generating income and profit for the Ashmolean Museum. The team operate thriving retail, catering, publishing and venue hire businesses. In addition, the Department also manage the licensing portfolio, picture library and photography studio. All commercial profits are invested back into the museum to support annual operating costs, enhance the collections and to further the Museum's research.

The successful candidate will be joining the Commercial Department at an exciting time of growth and development following the success of recent exhibitions including Tokyo; Pissarro; Pre-Raphaelites and Labyrinth. We are looking for enthusiastic and committed individuals to join our small team and contribute to the success of the department.

For more information please visit: <https://www.ashmolean.org/>

Selection criteria

Essential selection criteria

- Experience of managing events in a heritage or commercial environment with experience of planning and delivering events / projects to budget and schedule.
- Experience of working successfully in partnership with third party suppliers to optimise income and customer experience.
- Experience of Profit & Loss accountability with proven track record of increasing sales and delivering profit against budget.
- Proven line management experience with the ability to lead, support and develop a team, some of whom maybe employed by a third-party contractor.
- Exceptional interpersonal and communication skills - ability to build relationships and work well with other operational teams, clients and external suppliers.
- Strong understanding of Health & Safety requirements within events and catering.
- Strong attention to detail and an ability to think creatively to find solutions.
- Evidence of inclusive leadership through the promotion and endorsement of equality, diversity and inclusion policies.
- Experienced in systems like: Microsoft Word, Excel, PowerPoint and Outlook.

Desirable selection criteria

- Experience of managing retail catering and / or events in a Museum environment.
- Experience of developing successful client relations within a corporate membership scheme.
- Experience of events software such as Artifax for example.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Night working (11pm-6am)
- Lone Working
- Regular manual handling

The Ashmolean Museum

Who we are:

Open since 1683, we are the University of Oxford's Museum of art and archaeology. Situated in the heart of the city, we are an iconic cultural destination open to everyone every day. With c.900,000 visitors a year (pre-Covid), we are the most visited university museum in the world.

What we do:

We preserve and share our collections and knowledge to promote research, learning and enjoyment.

Why we do what we do:

To illuminate our shared humanity.

We have three strategic pillars:

Collections: We care for, develop, and widen access to our collections.

Research and Teaching: We enable, lead and deliver world-class research and teaching.

Audiences: We provide engaging and inspiring experiences for increasingly diverse audiences.

In the next five years, we have five enabling priorities:

1. To support, develop and inspire our teams;
2. To promote equity and value diversity in all that we do;
3. To ensure we have the resources to deliver our work;
4. To work towards our commitment to achieve net zero carbon by 2035. Our environmental responsibility will inform our actions;
5. To ensure we have a building and infrastructure fit for purpose and our future.

For more information visit <https://www.ashmolean.org/>

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.



The Ashmolean Museum

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 and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. 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 (GLAM)

The Gardens, Libraries and Museums (GLAM) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University's wider nature and mission. They are part of its heritage as the country's oldest University and now form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University's outreach and access missions.

For more information please visit: <https://www.glam.ox.ac.uk/home>

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>

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

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will 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).

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

Supporting Statement

Please note that if you do not upload a completed supporting statement and a CV, we will be unable to consider your application for this role.

The inclusion of the supporting statement and CV is **a mandatory step** in the online application process.

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

All applications must be received by **12:00 midday (GMT/BST)** on the closing date stated in the online advertisement.

References

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Otherwise they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g. 'line manager', 'college tutor'). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered 'live'. We will only take up references at offer stage.

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 department(s).

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).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly on recruitment@ashmus.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Relocation

At the moment, the Ashmolean Museum is not offering relocation expenses to this post.

Important information for candidates

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: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at grade RSIV/D35 and clinical equivalents E62 and E82, which with effect from 1 October 2023 will be 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>

There is no normal or fixed age at which staff in posts at other grades 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.

Photographs: Copyright Ashmolean Museum, University of Oxford

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers 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 <https://www.sport.ox.ac.uk/>

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 <https://welcome.ox.ac.uk/> There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including 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 <https://childcare.admin.ox.ac.uk/>

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 <https://edu.admin.ox.ac.uk/disability-support>

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 <https://edu.admin.ox.ac.uk/networks>

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 settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk