

## Job description and selection criteria

<b>Job title</b>	Event Operations Manager
<b>Division</b>	Gardens, Libraries and Museums (GLAM)
<b>Department</b>	Ashmolean Museum
<b>Location</b>	Ashmolean Museum, Beaumont Street, Oxford, OX1 2PH
<b>Grade and salary</b>	Grade 6*: starting from £32,332 per annum
<b>Hours</b>	Full time (37.5 hours per week)**
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Anna Munday (Head of Events and Catering)
<b>Vacancy reference</b>	172212
<b>Additional information</b>	<p>*An automatic annual increment each year will be paid up to (and not including) the discretionary range within the University of Oxford's Grade 6 salary scale.</p> <p>**There is a requirement to be able to work flexibly over 7 days a week including evenings, weekends and bank holidays.</p> <p><b><u>You are required to submit a CV and a supporting statement with your application.</u></b> outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details). CVs or supporting statements submitted on their own will not be considered.</p> <p>This role is based at the Ashmolean Museum. You may be required to work from an alternative locations as necessary.</p> <p>This role includes a moderate amount of activity, including lifting and moving objects, actively moving around the museum space including climbing stairs to those areas not accessible by lift – all necessary health and safety training will be provided.</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p>
<b>Closing date</b>	12.00 midday GMT/BST Tuesday 7 May 2024

# Job description

## Overview of the role

The Ashmolean seeks an organised, adaptable, enthusiastic and customer-focused Event Operations Manager. The role is responsible for managing and planning all commercial event operations in the museum. It is an interesting, varied and challenging role, reporting directly to the Head of Events and Catering.

The role plays an integral part in the operational delivery of a variety of events the department hosts. It is a fast-paced environment with multiple activities to manage at the same time. The post holder will be able to remain calm under pressure and deal with situations and people politely and diplomatically.

The role holder will collaborate with internal and external stakeholders in a professional and effective manner, providing exceptional customer service, diplomacy and confidentiality as necessary.

The role holder will line manage two part-time event coordinators and a team of up to 30 variable hours event assistants during peak periods.

## Responsibilities

- Responsibility for planning and coordinating events with the Event Managers.
- Managing daytime and out of hours events with the support of two event coordinators and a team of variable hours assistants.
- Follow-up and action any operational feedback relating to events and reported incidents updating operating procedures if necessary.
- Coordinate weekly event operations meetings with event managers, visitor experience, security and catering colleagues.
- Manage the operational labour, equipment and resources provision within the agreed budget for event operations.
- Submit monthly payroll data for variable hour event assistants, ensuring accuracy, including any sickness absence and annual leave for event operations colleagues.
- Ensure adherence to standard operating procedures and relevant health, safety and privacy instructions. For example, understanding the risks associated with moving furniture and follow manual handling guidance to avoid injury.
- Attend Ashmolean Health and Safety Committee meetings.
- Liaise closely with security regarding the safety of guests, colleagues, suppliers and the collections.
- Update event risk assessments and standard operating procedures as and when required, assisting with (re)training colleagues as required.
- Support the Designated Premises Supervisor (DPS) by ensuring catering and event colleagues adhere to licensing rules and regulations during events.
- Assess the impact planned projects and maintenance works may have on any events planned and help find workable solutions with relevant stakeholders.
- Support the development of the supplier list, ensuring health and safety procedures, insurances and risk assessments are suitable and up-to-date.

- Line management of two event coordinators and a team of up to 30 variable hours event assistants and supervisors, overseeing their work, training them to confidently deliver a variety of events and recruiting where required.

### **Other duties**

- Working on some Bank Holidays.
- Participate in a regular Annual Review.
- Undertake any necessary training identified.
- Comply with health and safety regulations.
- 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.

## **Events Department**

The Events department is part of the Commercial team, contributing to the financial sustainability of the Ashmolean Museum. The department coordinates and hosts a wide range of events from daytime and evening weddings and social celebrations, corporate meetings and dinners, private views, tours and talks. We manage public engagement and museum stakeholder events, commercial filming and Omni channel broadcasts. The department is also responsible for relationship management of the museums Corporate Member scheme and smooth delivery of visitor and event food and beverage provision by our catering partners.

Enabling over 300 events a year, a dynamic and fast-paced department that values professionalism, flexibility and exceptional service and promotes an environment of respect, trust and kindness towards colleagues, partners and clients.

Led by Head of Events, the team comprises sales and operational managers, supported by event coordinators, administrative and event assistants and wider Ashmolean and University departments.

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

## **Selection criteria**

### **Essential selection criteria**

- Proven experience in the administration and operational management and delivery of complex events.
- Line management and recruitment experience - a supportive manager who works well in a team environment.
- Knowledge and understanding in relation to operational health & safety within an events context.
- Excellent communicator with good negotiation skills: able to display tact, firmness, imagination and enthusiasm when dealing with clients and their requests.
- Ability to clearly and accurately communicate processes and procedures verbally and in writing.
- Solid understanding of issues around confidentiality and data protection.
- Ability to develop professional and effective working relationships with key stakeholders.
- Demonstratable experience of providing a high levels of customer service with the ability to problem solve and stay calm under pressure.
- Ability to use standard computer applications (Outlook, Word, Excel, Teams).

### **Desirable selection criteria**

- Previously worked within a historic or heritage venue.
- Experience using events management software, such as Artifax.

## **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](http://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.

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## 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).

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## 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@glam.ox.ac.uk](mailto:recruitment@glam.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://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](http://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](http://www.newcomers.ox.ac.uk)