

Job description and selection criteria

Job title	Event Sales Manager (Weddings and Celebrations)
Division	Gardens, Libraries and Museums (GLAM)
Department	Ashmolean Museum
Location	Ashmolean Museum, Beaumont Street, Oxford, OX1 2PH
Grade and salary	Grade 6.1: £32,332* (per annum, pro rata)
Hours	Full time (37.5 hours per week)
Contract type	Fixed-term (for 11 months maternity leave cover, starting early November 2024 until October 2025)
Reporting to	Anna Munday, Head of Events and Catering
Vacancy reference	174863
Additional information	<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>THIS POST COULD BE CONSIDERED AS A SECONDMENT OPPORTUNITY. 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 may be a requirement to be able to work flexibly over a 7-day period including evenings and weekends. This role includes a moderate amount of activity, including lifting, climbing stairs to those areas not accessible by lift and a moderate to high amount of walking – all necessary health & safety 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' 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 BST Monday 16 September 2024

Job description

Overview of the role

The Event Sales Manager (Weddings and Celebrations) is responsible for actively pursuing and converting client enquiries for weddings and social events in the galleries and spaces of the museum, into sales. Contributing to the financial sustainability of the Ashmolean through venue hire and catering commission.

Listening to client event wishes, the role holder must liaise closely with colleagues and stakeholders to facilitate a smooth, professional and enjoyable journey from pre-enquiry through delivery and post-event feedback.

Line managed by the Head of Events and working closely with a specialist team of event professionals, the role holder will have primary responsibility for (but not limited to) social events, wedding ceremonies, receptions and private parties.

Maternity leave cover post

This post is to cover the absence of the substantive postholder, who is taking a period of maternity leave. The post is available until early October 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

- Proactively develop the wedding, private and social event business at the Ashmolean. Agreeing an annual sales target with the Head of Events and manage the business to deliver the agreed target.
- To follow up on all leads promptly and in a professional and friendly manner, showing potential clients round the museum, positively advising clients of the constraints of the spaces, answering queries, problem solving, preparing proposals and working towards a confirmed booking.
- Develop a good understanding of the social and wedding event market (including University Department event requirements) in order to effectively adapt and develop the event offer to meet the needs and exceed the expectations of clients.
- To work alongside museum catering partners to maximise catering revenue streams from events and meet a personal catering commission target.
- Actively network and collaborate with industry experts, venue finding agents, and colleagues from other GLAM and University venues.
- Use event management software (ArtifaxEvent) to track the status and financials of each event, develop proposals and contracts, manage resources and produce and circulate accurate and timely function sheets, following all relevant university and museum protocols.
- Work with event operations, museum colleagues, clients and suppliers to assist with the management of risk associated with events, including responsibility for checking client public liability insurance documents.
- Prepare accurate financial information for event administration, including details for raising purchase orders, invoices etc.
- Participate in weekly operations meetings with accurate, detailed and current function sheet information relating to each event.

- Actively work with the Marketing and Communications team on sales listing marketing (digital and print), campaigns and social media updates, as well as targeted showcases – including the yearly wedding showcase.
- Ability and willingness to be flexible and adaptable, supporting the event operation team with complex events as necessary.

Other duties

- To communicate effectively with people of all levels within the Museum and the University, as well as corporate clients and VIPs, displaying discretion, diplomacy and confidentiality when necessary.
- To cover for other Event Managers and deputise for the Head of Events and Catering during planned annual leave and as instructed by the Head of Events.
- Working on some evenings, weekends and 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 Event 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, communications and operational managers, supported by event coordinators, administrative and event assistants.

For more information please visit: <https://www.ashmolean.org/venue-hire>, <https://www.ashmolean.org/cafe-and-restaurant> and <https://www.ashmolean.org/corporate-membership>

Selection criteria

Essential selection criteria

- Proven ability to promote and sell a wide range of events, particularly weddings and social celebrations.
- Experience of managing complex and varied event enquiries for a historic, heritage or other related venue.
- Exemplary customer services skills with the ability to respond quickly and calmly to the needs of internal and external customers.
- An excellent communicator with good negotiation and networking skills: able to display tact, firmness, imagination and enthusiasm when dealing with potential clients and their requests.
- Proven strong administrative and organisational skills with the ability to juggle multiple deadlines and clients at one time.
- Excellent attention to detail – both verbal and written accuracy as well as attention to the finer details of events.
- A supportive, self-motivated person who works well in a team environment as well as able to work on their own initiative.
- A good understanding of issues around confidentiality and data protection.
- Ability to use standard computer applications (Outlook, Word, Excel, Teams).

Desirable selection criteria

- An interest in art and archaeology.
- Experience of wedding sales and operations in a museum setting.
- Experience of working in an environment with strict Health and Safety and Security procedures.

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:

- Regular manual handling.
- Working at heights.

- Night working (11pm-6am).
- Lone Working.
- Open food 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@glam.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