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| Role Profile |

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| Job Title: | **Events Manager** |
| Department: | Operations (Visitor Experience Directorate) |
| Reporting : | Head of Events |
| Location: | FAAM |
| Date: | June 2017 |

**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.

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| **Primary Job Purpose** |
| To be the lead on all location based events, delivering targeted income.  To assign operational teams and coordinate resources. |

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| **Decision making authority and freedom to act** |
| Leads and manages the team, identifying priorities and planning work programmes.  Works with the Head of Commercial Services to develop potential revenue streams.    To make decisions on the day to day operational management of the department.  To project manage as delegated.  Contribute to the delivery of the Corporate Plan. |
| **Financial authority** |
| Delegated authority from the Head of Commercial Services (Band E).  To operate within the agreed budget for staff costs and non-staff costs.  To ensure all colleagues within the department comply with NMRN financial policies. |
| **Information systems** |
| . Leads 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. |
| **People management** |
| Motivates, inspires and influences others, providing effective line management support to individuals and the team to develop and reach their full potential.  Effectively delegates to support individual and team development to achieve team and strategic objectives.  Ability to adapt management style, when required.  To be a customer service role model for all colleagues.  To manage resources to ensure events are adequately staffed at all times.  To ensure all staff are equipped to deliver unique, consistent and high levels of visitor experience and satisfaction, in line with the ethos and branding of NMRN. |
| **Communication and relationships** | |
| Works with colleagues in the Heritage, Resources and Visitor Experience Directorates.  To provide specialist support to the General Manager, and supports other Events Managers as required.  Liaise with other networks, organisations and wider business partners, including MoD.  Ability to positively represent the Museum to external organisations. | |

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| **Knowledge, Skills and Experience** | |
| **Subject** | **Mandatory** |
| **Knowledge** | Demonstrable understanding of both customer service and customer care principles.  A broad knowledge of people management, motivation and engagement.  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** | Budget management.  Demonstrable experience of organising and delivering successful events.  Track record of delivering an outstanding customer experience.  Experience of leading and managing a team, working in a customer focused environment.  Ability to motivate a team, especially in times of change.  Experience of working in a complex multi stakeholder organisation. |

*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)