



THE TANK MUSEUM

## **Events & Visitor Experience Administrator Role Description**

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### **Events & Partnerships Team**

The Events & Partnerships Team play a vital role in managing and delivering first class events and increasing revenue in the museum to reinvest in the collection. It is part of the part of the Commercial Operations department, working closely with catering, visitor services, education, guides and facilities teams.

The Events & Visitor Experience Administrator processes key administration for public events and experience days whilst leading on processing of group visits to the museum. Working in parallel with another Events & Visitor Experience Administrator, they are a first point of contact on the phone and online for visitor enquiries and are also responsible for managing and maintaining the relationship of Friends of The Tank Museum, providing regular communication to these valued supporters. Outside of these core responsibilities, tasks include event set up, operationally leading aspects of public events and experience days and providing support to the wider office with additional administration projects as and when required.

## Role Profile

<b>Role Title</b>	Events & Visitor Experience Administrator
<b>Department</b>	Commercial Operations
<b>Contract Type</b>	Permanent
<b>Key Relationships</b>	Events & Partnerships Manager, Head of Visitor Experience & Commercial, Events Coordinator, Wedding & Corporate Events Planner Executive PA, Education Officer, plus the Education team, Marketing, Catering, Visitor Services and Facilities Departments.
<b>Overall, Role Purpose</b>	To act as the first point of contact for all visitor enquiries online or on the phone and lead the administration of groups and other key personnel visiting the site. To act as a hands on support to the events team.
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Support the administration of all events at The Tank Museum, including but not limited to trader contracting, contractor advancing, scheduling, ticket administration and handling customer enquiries.</li> <li>• Lead the administration process of all group bookings on behalf of the museum – confirming requirements with the relevant internal departments and booking their services accordingly.</li> <li>• Administration of the Friends of The Tank Museum membership scheme and leading day-to-day communication with members</li> <li>• Management of the Visit@, Info@, Events@ &amp; Corporate@ mailboxes and social media inboxes, ensuring customers are responded to in a timely manner.</li> <li>• Assisting with fundraising administration, including Patreon</li> <li>• Acting as a primary phone answerer on behalf of the full museum team.</li> <li>• Handling ticket sales and enquiries submitted over the phone or via email, promoting and upselling items to enhance visitor experiences ie. museum guidebooks.</li> <li>• Supporting the wider museum team with administration projects as and when required.</li> <li>• Supporting the Head of Visitor Experience &amp; Commercial in trader and supplier analysis.</li> <li>• Supporting with Education Officer with school bookings and administration tasks.</li> <li>• Supporting the events team with the set up, take down and delivery of events.</li> <li>• Attending key meetings, recording minutes for distribution both internally and externally as and when required.</li> </ul>
	The duties and responsibilities in this job are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Excellent standard of education</li> </ul>	<ul style="list-style-type: none"> <li>• Admin or Events Qualification</li> <li>• First Aid</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer service environment</li> <li>• Proven track record in administration initiating and implementing back-office systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a visitor attraction, museum or events environment.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good knowledge of Microsoft Office packages including Word, Excel and Power Point.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of museum and visitor attraction industry.</li> </ul>
<b>Personal aptitude &amp; skills</b>	<ul style="list-style-type: none"> <li>• A people person.</li> <li>• Good organisational skills and to be able to plan and prioritise workloads.</li> <li>• Work well in a busy environment and under pressure.</li> <li>• Excellent attention to detail and accuracy.</li> <li>• Communicate with a wide range of people, internally and externally.</li> <li>• Desire to work on events both administratively and operationally.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to negotiate</li> <li>• Ability to work with the minimum of supervision and make calculated decisions.</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Enthusiastic and committed with a genuine aspiration to provide good customer service.</li> </ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Availability to work evenings and weekends.</li> </ul>	