

Job vacancy

**Royal
Geographical
Society**

with IBG

Advancing geography
and geographical learning

Events and Exhibitions Manager - 12 month maternity cover

The Society

The Royal Geographical Society (with the Institute of British Geographers) is the learned society and professional body for geography and geographers. It is also a charity and a membership organisation. The Society was founded in 1830 and has been one of the most active of the learned societies ever since. It was pivotal in establishing geography as a teaching and research discipline in British universities, and continues to play a key role in geographical and environmental education. The Society is a leading world centre for geographical learning – supporting education, teaching, research and scientific expeditions, as well as promoting public understanding and enjoyment of geography and providing advice to policymakers.

The Society has an international membership of approximately 16,000, 31 specialist research groups, and a programme of activities that extends far beyond its membership to broad engagement with more than three million people per year. Over 200 lectures, conferences and other events are organised each year including a major four-day Annual Conference, a programme of popular lectures, professional development for geographers, and policy-related discussions.

The Society also publishes, under contract, scholarly journals and the popular *Geographical* magazine. It empowers others through a programme of grant-giving in support of research, fieldwork and expeditions, and teaching. The Society's information resources include its historic geographical Collections of maps, images, books, manuscript archives and artefacts. The Society offers professional accreditation to members through Chartered Geographer status.

The Society is based in a listed building in its own grounds in Kensington opposite Hyde Park, and operates nine regional branches in the UK and two overseas. There are 54 permanent full-time staff, together with part-time, temporary and volunteer staff.

Applicants are strongly recommended to familiarise themselves with the current work of the Society set out on our website: www.rgs.org

The position

As part of a small team, the Events and Exhibitions Manager will support the Head of Venue and New Business Development with sales, planning and delivery of events and exhibitions for external venue hire clients as well as support Society colleagues with internal event planning.

The Society offers hire of its Grade II* listed building, including the Ondaatje Theatre and associated fine rooms to commercial, educational and not-for-profit organisations, whether for small-scale meetings, large daytime conferences, art fairs, lectures, receptions and weddings. The

net income from this business (turnover of >£1.1m) provides essential support for the Society's charitable activities. The post-holder will be expected to sell, organise and facilitate all aspects of these events, liaise with associated contractors, and be the principal point of contact for designated clients in the lead up to, and on the day of, the event.

Event support includes use of the computerised room bookings system, ability to set-up and operate basic audio-visual and IT equipment, event support and post-event administration including customer invoicing. The Events and Exhibitions Manager will also work with colleagues in an extended team, including Facilities Manager, Front of House and Audio Visual staff, plus contracted cleaners and commissionaires in providing a first-rate service primarily for these third party events.

Salary and application details

This is a 12-month maternity cover fixed term, full time post subject to successful completion of a probationary period of three months. The salary range for this post is £33,390- £37,403 per annum depending on experience and qualifications. The post is based in Kensington, London.

There are a range of benefits at the Society which include the following:

- 35-hour working week with core working hours between 10.00am-4.00pm.
- Flexible working arrangements are available with a mix of office based and home working.
- 25 days annual leave per annum plus public bank holidays.
- Society closure between Christmas and New Year, in addition to the basic annual leave allowance.
- Generous pension scheme - 3% employee, 7.5% employer.
- Group Life Assurance at four-times basic annual salary.
- Corporate eye care vouchers.
- Cycle to work scheme.
- Free 24-hour Employee Assistance helpline with available counselling support

The Society aims to be an equal opportunities employer.

To apply please email HR@rgs.org with a copy of your CV and a covering letter explaining your suitability for the post and how you fulfil the selection criteria, along with the monitoring form.

Applications must be received by **9.00am on 10 February**.

We thank, in advance, all candidates for applying and regret we are unable to write separately to those who are not selected for interview.


Job description for the post of Events and Exhibitions Manager

Post:	Events and Exhibitions Manager
Department:	Venue Hire
Responsible to:	Head of Venue and Business Development
Close liaison with:	Customers, Facilities Manager, AV technicians, Caretaker, Front of House receptionists, security, commissionaires, caterers, cleaners etc
Location:	South Kensington, London
Salary:	£33,390- £37,403 per annum

Duties and responsibilities

The sections below describe the main areas of activity for the role.

- **To be the first point of contact for new potential, and existing, clients** based on comprehensive knowledge of the building's layout and facilities, and the practicalities of running events in the rooms.
- **To be an excellent communicator and salesperson able to turn enquiries into sales** (confirmed bookings), often following accompanied show rounds of the premises for new clients, and, where possible, to up-sell additional services to the client to enhance the success of their event.
- **To be the first point of contact for several internal departments** to make room bookings on their behalf and support the logistics and delivery of their internal Society events.
- **To be the first point of contact for external and internal Pavilion bookings**, managing the Pavilion calendar, contracting clients, supporting their exhibition planning, and delivering exhibitions and associated events.
- **To agree with the client their specific requirements for event logistics and staffing** (security, cloakroom, audio-visual, other support as required), whether for a large conference, lecture, press or product launch, corporate hospitality occasion, wedding or small meeting. Numbers attending events range from 10 to over 1,000.
- **To compile and send booking forms to clients** confirming the client's event needs and the agreed hire rates on the best commercial terms to the Society, based on a sound knowledge of the charging systems in place.
- **To maintain the computerised events booking system** in an organised and accurate fashion. All provisional and confirmed event bookings, both internal and external, are entered in detail to the Society's computerised room booking database.
- **To sell, plan and prepare live streaming to deliver hybrid events for clients**, including technical meetings, in-person rehearsals, remote speaker set-up and detailed event technical running orders.
- **Manage staffing bookings at the venue** in planning and scheduling staffing requirements for all events in the building with external suppliers. Manage payments for external staffing suppliers and freelancers.
- **To act as a 'web and social media champion' for the Venue Hire team** in managing the venue hire content of the Society's website, venue hire social media channels and venue listings on external websites.

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- **To act as the ‘main face’ for the client on the day of their event** in terms of support, liaison, issue resolution, and checking of client satisfaction. To ensure the in-advance readiness of audio-visual and IT facilities, and be available to the client for presentation and other set-up requirements.
 - **To work effectively as a team member with other staff to assist in the smooth setup and running of events**, whether through liaison and planning in advance of events, checking of requirements for the event, liaising with other parties such as the caterers and technical suppliers, or moving furniture and other hands-on work.
 - **To maintain standards of service and regular office administration.** This includes the prompt answering of telephone calls, dealing with enquiries, drawing up contracts, and liaising with suppliers. Ensure timely issue of invoices to clients on completion of the event, and chase up slow payers.
 - **Provide advertisement for venue hire clients on the Society’s website and in the Society’s seasonal bulletin.** Communicate advertisement opportunities with clients, upload entries to the Society’s website and pull together event submissions for the printed bulletin.

Selection Criteria

Our preferred candidate is someone who can demonstrate many (but not necessarily all) of the following abilities and experiences, and who would be a fun, positive colleague to work with in a hard-working, tight-knit, team:

- A minimum of three to five years’ experience working in a busy events team in a similar role, with demonstrable success in turning potential customer enquiries into firm bookings, in negotiating and agreeing hire rates on the best terms for the Society, and in developing customer relationships to secure repeat bookings.
- The ability to deal with people from all walks of life in a manner that reflects favourably upon the Society is essential: these may be staff, tenants of the premises, Fellows and other members of the Society, existing and potential customers, distinguished visitors, trades people and contractors, or members of the public.
- An efficient, helpful and diplomatic style, and an excellent telephone manner, coupled with an ability to act with authority and initiative on occasions.
- Self-motivated, hard-working, and able to prioritise and cope with the pressures of a busy office.
- An intelligent approach and genuine interest and enthusiasm for the work of the Society. The post requires a broad knowledge of its activities in general, and a more detailed understanding of the work handled by the various departments of the Society and also its tenants.
- Interest in developing a sound understanding of the history of, and sensitivity to the fabric of, the Society’s Grade II* listed premises; and similar awareness of the historic collections.
- Willingness to work flexible and sometimes long hours, including occasional weekend work, as part of a team complementing and backing each other up, and also supporting other members of the department.
- The ability to use initiative under the general operating principles of the Venue Hire department.



- Experience of, and confidence in, using audio-visual equipment; and a high standard of PC literacy, particularly with Microsoft Office and email.
- Energy and physical capability to share in the setting up of rooms for events use, including the moving of furniture.
- A well-developed sense of security and risk awareness, and of health and safety matters.