

Job vacancy

● Events Assistant

... 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, professional practice 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 57 permanent staff, together with 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 Assistant will support the Venue Hire team with general administrative tasks, sales, planning and delivery of events and exhibitions for external venue hire clients as well as support Society colleagues with internal event planning.

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The Society offers the hire of the Ondaatje Theatre and associated rooms to individuals and commercial, educational, and not-for-profit organisations for small-scale meetings, seminars, evening lectures, large daytime conferences, receptions and weddings. The net income from this business provides essential support for the Society's charitable activities.

The post holder will primarily be expected to provide efficient and accurate administrative support to the Venue Hire team. This includes communication in writing, on the phone, by email and in person with clients; setting up Collections showcase displays; filing; database input (room booking system); displays; customer invoicing; and other administrative support to enable a smooth and efficient office.

They will also help to sell, organise and facilitate aspects of a small number of events, including liaison with associated contractors, and act as a point of contact for clients in the lead up to, and on the day of, an event.

Salary and application details

This is a permanent, full-time post subject to successful completion of a probationary period of three months. The salary range for this post is £27,012-£27,676 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 Flexi time, dependent on the business needs.
- Option to work from home one or two days a week, dependent on the event schedule.
- 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.
- 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. Applicants must have the right to work in the UK. The Society is unable to offer work visa sponsorships.

... 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. In the subject line of the email please include your full name and the role you are applying for.

Applications must be received by **9.30 am Tuesday 20 October**. Interviews are planned to take place in the week commencing 26 October.

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 Assistant

Post: Events Assistant

Department: Venue Hire

Responsible to: Venue Hire Sales Manager

Persons reporting: None

Location: South Kensington, London

Salary: £27,012-£27,676 per annum

Purpose of post

The post holder will primarily be expected to provide efficient and accurate administrative support to the Venue Hire team. This includes communication in writing, on the phone, by email and in person with clients; filing; use and maintenance of room booking system; displays; customer invoicing; and other administrative support to enable a smooth and efficient office.

They will also help to sell, organise and facilitate aspects of a small number of events, including liaison with associated contractors, and act as a point of contact for clients in the lead up to, and on the day of, an event.

The post holder will be prepared to work flexibly (within the 35-hour week) to be available to the client for guidance, and to oversee the services being provided.

Duties and responsibilities

- **Maintaining regular office administration.** This includes answering telephone calls and dealing with email enquiries, drawing up contracts, and liaising with suppliers. Ensure timely issue of invoices to clients on completion of an event.
- **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.
- **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.
- **Work with other members of staff to assist in the smooth setup and running of internal or external 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.
- **Acting as the first point of contact for a small number of selected 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. Turn enquiries into sales (confirmed bookings), often from accompanied show rounds of the premises for new clients.
- **Agree with the client their specific requirements for event logistics and staffing** (security, cloakroom, audio-visual, other support as required).
- **To act as the Duty Manager for those and other clients 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. as well as being on site to ensure health and safety requirements are met.

- **Assist other team members** in managing the venue hire content of the Company's website, venue hire social media channels and venue listings on external websites.
- **Assist other team members to 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.

Selection criteria

The following are the requirements for this post. These are the criteria against which candidates will be shortlisted and judged, and it is in your interest to ensure that you cover each of these areas in the covering letter of your application.

Essential

- Good organisational and administrative skills with an eye for detail.
- Excellent communication skills, including an efficient, helpful and diplomatic style, and a good telephone/email manner, coupled with an ability to act with authority and initiative on occasions.
- The ability to deal with people from all walks of life in a manner that reflects favourably upon the Company is essential: these may be staff, tenants of the premises, Fellows and other members of the Company, existing and potential customers, distinguished visitors, trades people and contractors, or members of the public.
- Willingness to work flexibly outside of usual business hours and sometimes long hours, or occasional weekend work, as part of a team complimenting and backing each other up and also supporting other members of the department.
- 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.
- 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 our historic Collections.
- A good standard of PC literacy, particularly with Microsoft Office and email; and a willingness to be trained in setting up and using audio-visual equipment.
- 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.

Desirable

- Strong administrative work experience, preferably in a professional events team.