

Job description: Team assistant – commercial and visitor experience (6 month contract)

Responsible to: Commercial and visitor experience manager (CVEM)

Employees directly supervised: None

Salary: £27,000 - £28,000 pa

Background

Fulham Palace is a truly remarkable place. For centuries, this Grade I listed building situated in extensive grounds by the River Thames was the country residence of the Bishop of London. The Palace is now managed by Fulham Palace Trust, which is inspired by a vision to restore our nationally significant historic buildings and grounds to their original beauty and to provide outstanding facilities for the local community and visitors from farther afield.

Reporting to the commercial and visitor experience manager (CVEM) you will support the planning and delivery of public events and filming, support the marketing and promotion of the site and provide administrative support to our retail operations.

Core duties

Supporting commercial work streams

- Tracking projects and work streams across the commercial portfolio and supporting the CVEM and team members to keep actions and projects on track.
- Ensuring timely communication across the commercial team including gathering information, organising team meetings and circulating reports.
- Supporting the CVEM and CEO with the creation of reports, including research and fact finding.
- Invoice and payment management.
- Record keeping and filing.

Events and filming

- Supporting the PEFM (public events and filming manager) to plan public events including:
 - administering stallholder bookings for public events;
 - organising the logistics for the event;
 - staff and volunteer communication.
- Practically assisting with event delivery including set-up and take down.
- Providing support to the PEFM regarding filming enquiries.
- Contributing ideas to support income generation targets.

Marketing

- Scheduling content and managing listings.
- Assisting the marketing and communications manager (M&CM) with:
 - tracking social media performance;
 - monitoring all digital touchpoints.
- Supporting the M&CM with the design, production and delivery of any on-site printed leaflets and signage.
- Inputting ideas to improve the digital offer and local area marketing.

Retail

- Assist with keeping the point of sale up to date and accurate.
- Developing a detailed understanding of retail targets and technology to assist with problem solving and meeting income targets across the team.

Volunteers

- Day to day support of volunteers within the department, under the supervision of the Front of House Manager (FOHM), PEFM and M&CM.

Other

- The post holder must take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- The Palace is an anti-racist museum. The post holder will actively follow FPT's policies including equality and diversity and safeguarding.
- The postholder will need to work some weekends and evenings for events, and act as a duty manager on a rota with other staff.
- Occasionally situations may arise that require the post-holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.

Person specification: knowledge, skills and experience

Knowledge

Essential

- Understanding of good customer service.
- Energy, interest and a commitment to learning is more important to us than qualifications, but we would expect you to have a good understanding of maths

and English.

Desirable

- Understanding of the importance of income generation in the charity and heritage sector.
- Knowledge of the arts or heritage sector.

Skills

Essential

- Strong administrative and organisational skills.
- Comprehensive IT skills including an excellent working knowledge of MS Office packages.
- Able to manage varied workload and work to tight deadlines.
- Able to work independently but also an effective team worker.
- Excellent interpersonal, verbal and written communication skills.
- Commitment to FPT's anti-racist museum status and equal opportunities policies.
- The ability to work harmoniously with colleagues, suppliers and customers of all cultures and backgrounds.
- Commitment to FPT's safeguarding policy.

Desirable

- Previous experience using a CMS such as WordPress to update a website.
- Able to use analytics tools in order to measure marketing success.
- Design skills including packages such as Adobe and Canva.

Experience

Essential

- Proven experience in marketing, events or customer service.
- Demonstrable experience of working under own initiative.

Desirable

- Project management experience.
- Experience of working with volunteers.
- Experience creating content for digital and social media platforms.
- Experience of working to brand guidelines and managing others, including suppliers, to deliver requirements.