

Victorian Palm House Engagement Assistant

Public Engagement, Learning and Engagement

Job Description

Purpose

To support the successful delivery of the Victorian Palm House's events, workshops and tours by coordinating logistics, assisting with visitor engagement, and ensuring that all cultural and community activities are welcoming, safe and inclusive. The role provides vital administrative, operational and front-facing support to help create high-quality experiences for diverse audiences as the Palm House reopens.

Main duties

- Work collaboratively with the Palm House Engagement team and other stakeholders to successfully deliver a series of community engagement workshops, cultural programmes and Palm House tours
- Work alongside and support a team of Palm House Engagement volunteers

Core Responsibilities

Event delivery support

- Working 5 days over 7 to support delivery of events such as tours, arts workshops and cultural events
- Assist the set-up of events
- Assist our Interpretation team to set up temporary events signage
- Welcome audiences and assist with ticketing
- Collect evaluative data and encourage audiences to provide feedback
- Assist with the clear up of events
- Work with the team to lead Palm Houses tours for a wide range of audiences
- Alongside the Community Engagement Coordinator, work directly with community groups from target audiences to deliver collaboratively produced workshops

Resource management

- Procure resources as required and liaise with internal stakeholders on shared Garden resources

Event administration support

- Compile and distribute event schedules
- Support with ticketing
- Liaise with our Marketing and Communications team to provide promotional materials for events
- Manage customer enquiries
- Book hospitality when required

Health and safety

- Ensure all measures set out in risk assessments are carried out
- Ensure up to date compliance with safeguarding policy and best practice

Financial administration

- Raise Purchase Orders
- Update project budgets
- Make purchases when directed

Any other duties as required.

Person Specification

Essential Skills

- Financial administration skills
- Experience working on cultural events
- Experience following strict protocols to ensure health and safety standards
- Written and verbal communication skills
- Good organisational skills
- Good time management skills
- Excellent administrative skills
- Proficient in Microsoft Excel and Word (or similar programmes)
- Excellent teamworking skills
- Recent knowledge of the events and/or community engagement sectors
- Awareness of accessibility and inclusion best practice

Desirable

- Experience working directly with community groups
- Knowledge about one or several of the following topics: Horticulture, Arts and Culture, Heritage