

Review Date: December 2024

Reports to: Head of Learning & Inspiration

Responsible for: No direct reports

Principally relates to: Head of Learning & Inspiration, Content & Experience Director, Creative Learning Producer, Marketing team, ESD Director, Facilities team, Visitor Services team, Visitors, Customer Service Advisors

Purpose of the role: To ensure all aspects of Play & Learning and commercial events are well organised and coordinated. This includes bookings, purchasing and resources, post-visit evaluation, data analysis, and reporting.

To support the development of ESD's profile and work across the LCR, connecting with stakeholders to promote our work and opportunities to engage.

Main Responsibilities:

- Take ownership of the entire bookings process, whether for school visits, birthday parties, or corporate events, ensuring it is welcoming and professional, and meets the expectations of the visitor and internal stakeholders.
- Proactively seek opportunities to increase school visits to ESD, working and engaging with educational leaders and organisations and attending events to raise awareness and meet our targets.
- Ensure that communications with individuals and groups who have made a booking is managed effectively and proactively at each stage of the process, including sending out relevant information and requests.
- Ensure that internal communication is managed effectively and proactively, working closely with relevant departments and ensuring details are added to, and kept up to date, in internal systems and diaries and operational planning is well managed.
- Ensure an efficient system is always in place for all bookings and information management, including record keeping and data capture, processing them efficiently and accurately.
- Conduct data collection of all activities undertaken, producing reports and contributing to organisational performance monitoring and targets.
- Support the production and delivery of events and activities, liaising with contractors and providing operational and administrative support as directed, acting as a point of contact for colleagues relating to Play & Learning activity.
- Be event manager for corporate events when required, taking care of all operational planning and on the day logistics.
- Support the work to grow our corporate events business, conducting research and planning as required.
- Undertake administrative tasks such as ordering resources and equipment, financial administration, managing meetings and minute-taking, amongst others.
- Support the Customer Service Advisors, assisting with enquiries from a range of audiences, offering them help and advice on planning their visit.
- Deliver excellent customer service, over the phone, via email, and in person.
- Provide cover for the ECM Learning & Events Administrator, managing school bookings and triaging enquiries.

Health & Safety:

- Observe all health and safety procedures so that risks to staff and visitors are minimised.

- Ensure that all programmes, activities and events are developed and conducted in line with health and safety guidelines, conducting any necessary risk assessments, COSHH requirements, applying for permits etc. as required.
- Take responsibility for ensuring that individuals and organisations who deliver events at Eureka! Science + Discovery have the relevant insurances and public liability, and that health & safety assessments and requirements are met.

General:

- Use IT systems and programmes according to needs and requirements.
- Be accountable for their own personal development.
- Undertake all work in accordance with policy and statutory requirements including GDPR guidelines.
- To undertake any duties which may be reasonably expected of a Learning & Events Administrator at Eureka!
- Some evening and weekend work will be required.

Person Specification:

Criteria	Essential	Desirable
Experience		
Experience of working in administration, preferably within a public engagement, arts, cultural, creative sciences, or heritage organisation.	*	
Experience of producing and analysing numerical or financial information.	*	
Experience of using a CRM system (we use Access Gamma) to input data, manage bookings, and extract information.		*
Experience of researching and procuring contractors and suppliers	*	
Experience of producing and working to health & safety guidelines		*
Experience of reporting and advocating to senior management, funders and stakeholders		*
Knowledge		
Good knowledge of IT systems (the usual Microsoft Office packages) and processes	*	
An understanding of evaluation and monitoring techniques		*
Knowledge of the National Curriculum for England		*
Skills and Abilities		
Good communication and customer service skills with the ability to adapt your approach to suit your audience.	*	
Excellent team player with the ability to influence and motivate others to achieve a shared goal.	*	
Excellent time management and organisation skills, with demonstrable ability to balance multiple deadlines.	*	
Good verbal and written communication skills and experience of liaising with an array of stakeholders over the phone, via email and in person.	*	
Self-motivated individual confident in prioritising and working without supervision	*	
Flexible, adaptable approach to work	*	
Other		
Able to work some evenings and weekends	*	
Able to work off site, at ECM and other venues locally and nationally as required	*	