Job Description

Job Title: **Museum Public Events Executive (London)**

Reporting to: Museum Public Events Manager

Direct Reports: No direct reports, but will be expected to work with volunteers, as and when required.

Grade: Technical and/or Team Supervisory

Team: Museum Public Events

Group: Visitor and Income Development

ABOUT THE RAF MUSEUM

The Royal Air Force Museum is a national museum, a Government non-departmental public body (NDPB) and a registered charity, with two sister sites at London and Cosford. RAF Museum Enterprises Ltd is the trading arm of the RAF Museum with all profits gift-aided to the Museum to support its charitable activities. Our purpose is to share the story of the Royal Air Force - past, present and future, using the stories of its people and our collections, to engage, entertain, inspire and encourage learning. Our overall vision is to inspire everyone with the RAF story – the people who shape it and its place in our lives.

The shared values that guide our planning and behaviour are:

- **IN**tegrity: we are open, transparent and ethical
- **S**haring: we work as a team to ensure our collections and expertise are accessible to all
- **P**assion: we care deeply about sharing our collections and their stories
- **I**nnovation: we tell our stories and develop our business with creativity and imagination
- **R**elevance: we ensure our legacy by linking our histories with today and tomorrow
- **E**xcellence: we are professional and strive to ensure excellence in all that we do

As an organisation, we aspire to be entrepreneurial, agile and sustainable in our approach, and have agreed five key strategic priorities which will underpin all that we do for the current strategic planning period to 2030:

- Inspiring innovative engagement, debate and reflection
- Connecting with communities and partners
- Inspiring our people within a dynamic, diverse and collaborative culture
- Fit for the future with brilliant basics
- Embedding an entrepreneurial, agile and sustainable approach

Underpinning everything that we do, the Museum has three overarching commitments that inform our insight, business planning and strategy development, these are our:

- **Equity, Diversity and Inclusion Commitment** – we believe that everyone has the right to live without fear or prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion and belief. We aim to embed a supportive and open culture which is inclusive, positive and fair to all, develop flexible opportunities to encourage engagement with the Museum onsite, offsite and online and celebrate differences.

- **Sustainability Commitment -** we are in a climate emergency, and we are committed to addressing this crisis through our operation and with our audiences. We will operate in an environmentally sustainable way, applying the principles of sustainable development for the benefit of current and future generations, both locally and globally.

- **Health & Wellbeing Commitment** – we are committed to creating an environment where health and wellbeing are actively promoted, where people feel engaged and valued for their contribution. We aim to create a health promoting workplace where people can be themselves, feel their best and perform at their best, so we can deliver an exceptional experience for our visitors.

As a member of the RAF Museum team, you will play an important role in delivering our purpose and achieving our vision, ensuring that the Royal Air Force's story continues to enrich and inspire current and future generations.

The Visitor and Income Development Group comprises: Retail and Admissions, Catering and Events, Communications and Marketing and Development. We are responsible for ensuring our visitors receive the very best day out at the Museum and that every element of the visitor experience meets our customers' needs. We also oversee the commercial development of the Museum, ensuring our offer is relevant to our visitors and contributes to the future sustainability of the Museum.

Purpose of the Job

This role is key to support the growth of the programme in London. This is in line with our strategic plan to nurture visitor numbers and commercial potential, through a colourful and dynamic Public Events Programme. The core purpose of this role is to lead on the co-ordination of support structures and administration for public events and play a vital part in delivering the events. There will also be an active role to play in developing the Public Events Programme in London and supporting the Museum Public Events Manager in future planning and development.

Key Role Responsibilities

- Manage the operational delivery of selected events and deputise for the Museum Public Events Manager as required.

- Co-ordinate event-related logistics, including producing internal event briefs, risk assessments and events plans.

- Manage the ticketing system, including reporting adding new tickets and day-to-day maintenance.

- Managing events enquiries regarding upcoming events and bookings.

- Managing digital content systems that help us communicate with volunteers.

- Co-ordinate post event evaluation and reports including surveys, staff and volunteer feedback and financials.

- Support the development of new events and sourcing of suppliers, contractors and partners.

- Ensure that relevant RAF Museum policies and procedures, including the RAF Museum's Health & Safety, Induction Checklist and Safeguarding policy are communicated to external contractors, suppliers and partners.

- Work with the Museum Public Events Manager to ensure that deadlines and budget are controlled in line with the event plan.

- Support the Museum Public Events Manager in line managing up to 90 volunteers, there will be delegated responsibility for certain teams.

- Support the recruitment and involvement plan for volunteers, including assisting in the delivery of training and recruitment days.

- Produce marketing packs, with copy, information and FAQs for the website and our Marketing and PR teams.

- Liaise with Marketing, PR, Retail and other departments to identify promotional and commercial opportunities for public events.

- Contribute to the development and delivery of the events strategy.

- Monitor competitor activities and research events happening at other National Museums and Leisure attractions.

- Ensure all holiday leave, sick leave and other absences are recorded in accordance with Museum policy.

Additional General Responsibilities

Relationships

- Ensure effective communication with all stakeholders, both internally and externally.
- Work closely with other departments to deliver museum-wide programmes and objectives.
- Cultivate internal relationships that cross team boundaries and demonstrate positive collaboration and problem solving with all team members.
- Cultivate external relationships to identify potential new partners.
- Build and maintain partnerships with relevant external contacts and stakeholders.
- Champion volunteering across the Museum.

Budgets and Resources

- Work to reduce operational costs and maximise resources whilst maintaining standards of products and services.

Policies and Procedures

- Uphold both the spirit and letter of the Museums Association's Code of Ethics.
- Adhere to Museum policies, procedures and code of conduct, to protect people and the Museum's reputation, including GDPR, Health and Safety and Safeguarding policies and procedures.
- Professionally challenge procedures that do not add value to the Museum.

Personal Responsibilities

- Actively support and demonstrate the Museum's Values.
- Work as part of a team and support colleagues across the Museum.
- Protect the reputation of the Museum.

General Consideration

- The above job description is not intended to be a comprehensive list of key responsibilities, duties or requirements, and you are expected to carry out any other duties commensurate with the scope and scale of your role. The job description should be reviewed regularly to ensure it remains an accurate reflection of your role. You may be expected to travel to other sites, as and when the role requires it, including outside the UK.
- You will be expected to work certain weekends and after-hours events throughout the year as deemed necessary by the Public Events Manager, the hours of which will be reclaimed via TOIL

Person Specification:

The post holder **must** have (and be able to demonstrate) the following core/professional competencies:

COMPETENCY	DETAILS
Essential technical Competencies	• Displays enthusiasm around activities, adopting a positive approach when interacting with others, and motivating team members. • Uses experience and knowledge of standard practices, procedures or customs to evaluate problems and make appropriate decisions/provide appropriate advice. • Is able to deal with unfamiliar situations or issues in an effective manner. • Is able to organise own and others' activities to deliver to expected standards and targets, with operational responsibility for a particular area. • Is receptive and/or pro-actively identifies and contributes to new ideas and approaches, and adapts accordingly • Demonstratable experience working with a team of volunteers [Desirable] • Customer Service qualifications or experience [Desirable]
Communication & Engaging People	• Displays enthusiasm around activities, adopting a positive approach when interacting with others, and motivating team members. • Listens to, understands, respects and accepts different views, ideas and ways of working. • Expresses ideas and provides feedback in a timely and effective manner and with sensitivity and respect to others. • Gives credit and acknowledges contributions of individuals in team. Deals with team performance or behaviour, issues in a timely and suitable way. • Seeks effective ways of working with colleagues, team members and other stakeholders, sharing information, knowledge and experience.
Decision Making & Problem Solving	• Uses experience and knowledge of standard practices, procedures or customs to evaluate problems and make appropriate decisions/provide appropriate advice. • Is able to deal with unfamiliar situations or issues in an effective manner, • understanding when a situation requires reference to a relevant individual. • Takes initiative to suggest improvement ideas, sharing with the appropriate people in a constructive manner. • Takes ownership of problems in their own area of responsibility.
Delivering Results	• Is able to organise own and others' activities to deliver to expected standards and targets, with operational responsibility for a particular area. • Shows determination to meet own objectives and priorities and supports team members in doing the same. • Considers and pre-empts situations that may require changes to own or, if applicable, team's priorities, and plans accordingly.

	• Remains positive and focused on achieving outcomes, despite setbacks.
Change, Adaptability & Flexibility	• Is receptive and/or pro-actively identifies and contributes to new ideas and approaches, and adapts accordingly. • Has the ability to handle conflicting priorities. • Ensures own or, if applicable, team, uncertainties around any proposed changes are promptly and constructively raised with the appropriate people/person. • Demonstrates an understanding of the need for change and adapts activities and approaches to successfully support the change.
Professional Excellence	• Demonstrates the appropriate level of technical and/or professional knowledge to fulfil the requirements of the role. • Demonstrates pro-activity in seeking opportunities to develop skills, knowledge and experience within own area. • Shows a willingness to take on new opportunities and activities to expand experience, skills and expertise.
Strategy & Leadership	• Understands the Museum's purpose, vision and strategic objectives, and how their own role, their team and other teams within the Museum, supports their achievement. • Positively influences and motivates others, building trust and co-operation within and between teams.

The following are desirable:

COMPETENCY	**DETAILS**
Additional competencies	• An interest in the Royal Air Force Museum, it's stories and collections. • An interest in Public Programming and events in Museums and galleries. Creative copy writing skills. • Customer Service qualifications and experience. • Demonstrable experience of managing and leading on an event. • High level of literacy in Microsoft Excel. • Clean driving license and willingness to drive Museum vehicles occasionally. • First Aid at Work qualification. • IOSH or equivalent qualification. • Experience of working in a museum, gallery or heritage setting. • Demonstrable experience working with a team of volunteers and leading them in tasks or activities. • Experience of motivating a team to support an event or activity.

Updated 03/11/2026: Updated by: Robert Wood Approved by: Janet Scott