

# TULLIE

## Events Assistant

### JOB DESCRIPTION

Organisation:	Tullie House Museum & Art Gallery Trust, Carlisle, Cumbria
Hours:	Part time, permanent, 24 hours per week
Salary:	£23,788 to £24,573 pro rata, per annum
Responsible to:	Commercial and Events Manager
Responsible for:	Event casuals/volunteers

### OVERALL PURPOSE

- Support the planning, setup, and delivery of events including weddings, corporate hires, and public programmes, ensuring smooth operations and a high-quality visitor experience.
- Manage event bookings, update systems, coordinate with suppliers, handle invoicing, budgeting, reporting, and internal communications.
- Work evenings and weekends as needed, helping to set up spaces, welcome guests, and evaluate events while collaborating closely across teams to support Tullie's ambitious growth and audience development goals.

### KEY AREAS OF RESPONSIBILITY

#### Event Coordination & Administration

- Support the Commercial and Events Manager in the planning and execution of events.
- Respond to event and room hire enquiries via email and phone in a timely and professional manner.
- Use Skedda, our room booking system, to manage and update bookings.
- Coordinate catering requests and liaise with our in-house catering team to ensure seamless event delivery.
- Monitor online bookings through DigiTickets, our online ticketing platform.

#### Operational Support

- Assist with event set-up, guest welcoming, room preparation and breakdown.
- Coordinate event logistics across internal departments, ensuring clear communication of event plans.
- Attend events, often during evenings and weekends, to provide hands-on support and ensure smooth delivery.
- Conduct post-event evaluations and follow-up communications with attendees and clients.

## **Finance & Reporting**

- Support the preparation of event budgets, monitor spending, and ensure financial tracking is up to date.
- Generate invoices, keep financial records, and support internal reporting processes.
- Assist in compiling presentations, reports, and documentation for internal use.

## **Communication & Collaboration**

- Work closely with other departments to gather and share essential information for event planning.
- Ensure consistent internal communication regarding upcoming events, space usage, and operational needs.
- Represent Tullie professionally in all interactions with clients, suppliers, and visitors.

## **Other**

1. Weekend and evening working
2. Undertake training as required in line with museum policy
3. Attend weekly Operations meetings to update on activities for the week ahead
4. Work flexibly across the service to deliver the Trusts business plan.
5. Undertake such other duties that are required from time to time and are commensurate with this position.

**Mandatory for all staff.** Take care of your personal health and safety and that of others and report any health and safety concerns. Ensure proactive compliance with H&S policies, including risk assessments and implementing safe system of work.

**Please Note.** This job description is not exhaustive and amendments and additions may be required in line with future changes in policy, regulation or organisational requirements. It will be revived on a regular basis.

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## PERSON SPECIFICATION

### Events Assistant

Criteria	Essential Competency	Desirable Competency
Education & Qualifications	<ul style="list-style-type: none"> <li>• Educated to GSCE grade C or above in English &amp; Mathematics or equivalent.</li> <li>• IT qualification or significant relevant experience of using computerised systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in an events, hospitality, or museum/gallery setting.</li> </ul>
Experience, Knowledge & Understanding	<ul style="list-style-type: none"> <li>• Excellent organisational and time management skills.</li> <li>• Strong administrative and IT skills; confident using digital systems including booking and ticketing platforms (experience with Skedda and DigiTickets an advantage).</li> <li>• Great attention to detail and ability to manage multiple tasks effectively.</li> <li>• Strong written and verbal communication skills.</li> <li>• Confidence in dealing with clients, suppliers, and the public.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with event management planning and procedures, including writing or contributing to event plans, risk assessments, and health &amp; safety considerations.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Excellent communicator</li> <li>• Adaptable and resourceful, able to prioritise own workload in line with business priorities</li> <li>• Excellent organisational skills</li> <li>• Numerate</li> </ul>	
Personal Qualities & Commitment	<ul style="list-style-type: none"> <li>• Friendly, professional manner with a proactive, hands-on approach.</li> <li>• Commitment to highest levels of service delivery and customer care.</li> <li>• Attentive to detail</li> <li>• Team worker with a “can-do” attitude.</li> <li>• Flexible approach to work</li> <li>• Ability to work independently and collaboratively with multiple teams.</li> </ul>	

Other Factors	<ul style="list-style-type: none"> <li>• Able to work weekend and evenings</li> <li>• Prepared to be flexible in approach to working hours</li> <li>• Post requires a check by the Disclosure and Barring Service</li> </ul>	
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