



Hires, Groups & Programming Officer

Strawberry Hill House & Garden is a Grade 1 listed building set within a Grade II* listed landscape, created by Horace Walpole in the 18th century. The House is world-renowned for its unique architectural style and is one of the first (and few surviving) examples of domestic Gothic architecture. Having been extensively restored in 2010, the House is generally open to the public four days a week and historically, on average, welcomes circa 25,000 visitors per year.

Strawberry Hill House was built with extraordinary creative and artistic imagination. We aim to recapture that vibrant atmosphere and enthusiastic energy as we reinvigorate the House's creative spirit.

As an Accredited Museum, we are stewards of the House and garden together with a collection of paintings, miniatures, prints, books, works of decorative art and furniture. The House runs a community outreach and learning programme, alongside which the income-generating activities of visitors, catering, retail, hires, exhibitions and events take place.

This varied role supports and implements all areas of house and garden events and activities from group bookings, family holiday activities, filming to wedding ceremonies and is a weekend duty manager. This role works weekends, bank holidays and evenings as part of their core responsibilities.

JOB DESCRIPTION

Job Title: Hires, Groups & Programming Officer

Responsible to: House and Garden Manager or Director

Job Summary

The Trust is seeking a full time Hires, Groups & Programming Officer to join the team to be hands on in the delivery of hires and programming at Strawberry Hill House and also to be a duty manager.

The role is responsible for Hires (wedding ceremonies, filming, photoshoots, product launches etc.) and implementing programming activity for exhibitions, family holiday activities etc. It also leads on maximising group bookings working with volunteers and freelance education providers to undertake the school and adult bookings. (external bookings for wedding ceremonies, receptions etc and internal Strawberry Hill Trust events e.g. Lectures, Themed tours, Flower Festival)

Salary £25,600 (based on a 37.5 hours per week, 5 days from 7 including regular evening and weekend working)

This is a fixed term contract from 1st October 2024 – 31st September 2025

Key Responsibilities

Programming and group activities

- Arrange logistics and write Event Brief outlining set up and schedule for each event
- Liaise with host / guest speaker / entertainers / volunteers
- Open the House
- Set up e.g. put out chairs, set up projector and screen, signage
- Arrange refreshments / catering as required
- Recruit and manage volunteers for the event
- Liaise with Marketing re promotions and ticket sales
- Marketing of programming activities with listings: uploading text and images for each event onto listing sites
- Setting up activities on Digitickets and on the website in Wordpress
- Working with marketing work placements to support programming social media with creating reels and social posts
- Collect and evaluate feedback from programming events to feed into planning meetings for future activities.
- Ensure all activities follow risk assessments and all school visits return risk proforma's for their visits.

Duty Management

- Managing the opening and closing the house according to security procedures.

- Ensuring the rooms are properly presented, maintaining interpretation materials and raising any noticeable issues regarding conservation with the Property Operations Manager.
- Be a nominated first aider and fire marshal, ensuring all health and safety procedures are maintained and followed
- Deliver and promote exceptional customer service. Resolving any issues that may arise quickly and effectively and answering queries visitors may have during their visit.
- Manage and escalate any security issues during public opening hours
- Oversee the front of house team and promote the delivery of sales and gift aid targets.
- Follow the Trusts financial procedures with responsibility for cashing up and processing cheques, assisting the Visitor Services Manager with banking when required
- Updating daily ticketing and sales statistics, sharing statistics with the appropriate persons in both the volunteer and staff team
- Help volunteers deliver an engaging visitor experience and support and supervise them with regular floor walking
- Monitoring the volunteer rota and troubleshooting shortages where possible
- Champion effective communications with the volunteers and ensure volunteers' concerns are listened to and acted on where appropriate.
- Overseeing daily cashing up and till reconciliations

Filming/Photoshoots

- Handle all filming and photoshoot enquiries
- Liaise with Filmfixer to negotiate fees and shoot details
- Show production teams around for recces
- Manage production when on site and oversee shoot
- Arrange additional staffing as necessary

Weddings

- Respond to incoming enquiries that come in directly via email or calls or via sites such as Bridebook or Hitched. Log enquiries on spreadsheet.
- Selling wedding ceremonies at SHH - show couples around the venue for viewings and talk them through the offering. Most viewings usually take place during the weekend.
- Wedding events - The current process entails meeting with a couple 3 times before the big day. These meetings usually take several hours. There is also fielding emails and calls from the initial contract up to the wedding day.
- Liaising with SMU and suppliers. The event usually involves half a day prepping on the previous day - printing signage, partial set up, taking deliveries, and managing the actual day runs from 9am to 7pm.
- Arranging logistics and creating a detailed Event Briefing outlining resources and schedule.
- There are currently 5 confirmed bookings for 2025 - 4 full day events and 1 civil ceremony.

General Admin / Ad hoc duties

- Handle all email/telephone incoming enquiries
- Raise hire contracts for filming, weddings, programming events and group bookings
- Raise invoices
- Keep records updated
- Provide event support for other members of staff
- Collaborate and liaise with SHT colleagues to ensure all relevant information is shared internally in a timely and accurate fashion.
- Once contractual terms have been agreed with clients and suppliers, take deposits, issue contracts and invoice accordingly.
- Ensure that all activities are adequately managed/staffed/stewarded, be that with assistance from volunteers and/or additional paid staff.
- Adhere to all SHT policies and procedures e.g. GDPR, Health & Safety, Fire Safety, as stated in policy documents and/or the Staff Handbook.
- Maintain client database and client relationship management whilst ensuring data protection.
- Undertake any other duty as reasonably required by the Strawberry Hill Trust

The Individual

The individual will come with ideas, excitement and energy and be happy to roll up their sleeves as they join the Strawberry Hill team. A track record of successfully leading Events is essential as is a passion for the work of Strawberry Hill Trust. Experience of working in the arts/heritage sector whilst not essential, would be advantageous.

Person Specification

Education & Experience	<ul style="list-style-type: none"> • Degree or equivalent • Experience working within an Events or Hires environment. • Experience of stewarding existing clients, managing relationships and recruiting new business.
Skills & Knowledge	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Highly numerate with good analytical skills. • Strong prioritisation and resource allocation skills. • Excellent negotiating and influencing skills • Ability to build strong relationship both internally and externally • Excellent IT and administration skills. • Experience producing content for digital and social media platform • Knowledge of GDPR, Health & Safety and operational best practice. • Commitment to Equality, Diversity and Inclusion.

Personal Qualities	<ul style="list-style-type: none">• Highly organised and self-motivated• Personal enthusiasm, energy, integrity, and professionalism.• A methodical approach and eye for detail• High levels of resilience and adaptability• Ability to work under pressure, meet deadlines and multitask• Outstanding interpersonal skills with an ability to interact with people from all backgrounds and ages with confidence, using tact and diplomacy.
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HOW TO APPLY AND TIMETABLE

Sending us Your Application

Please send your CV and personal statement as to why you would like to do this role and how your skills and experience match by email to applications@strawberryhillhouse.org.uk

Closing date for application: 10th September 2024

Interviews: Wednesday 18th September