Foundling Museum

Role:	Hires & Events Co-ordinator
Reporting to:	Venue Sales & Events Manager
Supervises:	Events Assistants (part-time and sessional), Volunteers
Purpose of job:	Co-ordinate, manage and deliver events for both the Museum and venue hire, helping to maximise income and support the Museum's vital work, including programmes and key internal events.
Working pattern:	4 days, 28 hours per week Usually Tuesday – Friday arranged via roster. Some early mornings, evenings and weekends will be required. Time off in lieu (TOIL) is offered for working outside core hours.
Contract:	Fixed term until 31 December 2027
Salary:	£23,200 per annum for 4 days per week (full-time equivalent: £29,000 per annum).
Location:	40 Brunswick Square, London, WC1N 1AZ

Who we are looking for

If you enjoy bringing people together and planning memorable events, we'd love to hear from you. You'll be friendly, organised and proactive, with an eye for detail and a commitment to making everyone feel welcome.

In this varied role, you'll plan and deliver venue hires, public programmes and key Museum events, such as private views. You'll balance commercial awareness with thoughtful customer service, keeping public safety and collection care at the heart of every event. You'll be comfortable taking responsibility, staying calm when plans change and working with colleagues, performers and hirers to make events run smoothly. Above all, you'll bring warmth and care, creating positive experiences for people from all backgrounds while supporting the Museum's vital work.

Key objectives

- To support all teams to plan and deliver all Museum and venue hire events effectively, safely and consistently.
- Ensure a consistently warm welcome to all people in the Museum, including

volunteers, casual team members, audience members, performers, event organisers and their guests.
- To build and maintain excellent relationships with clients, performers, partners, suppliers and other external stakeholders.
- Ensure the safety and security of staff, guests and the Museum's collection by maintaining an overview of all areas of the building, ensuring key areas are staffed and supervised.
- To take operational responsibility for the successful delivery of events, ensuring they are delivered safely, efficiently and to a consistent high quality from setup to breakdown.

Key responsibilities

Event Delivery (programme & hires) (c. 2–3 days per week)

Oversee and manage the smooth delivery of assigned events, which may include venue hire for day hires and evening hires, concerts, private tours, supporter events, internal meetings and public programme events.

- Ensure safeguarding of the collection, guests and staff while on duty.
- Set up and break down day hire and evening events, ensuring all logistical needs (furniture, AV, catering and signage) are met, including providing food and drinks service where required and maintaining high standards of hygiene and safety.
- Review event requirements in advance as part of weekly and monthly planning with the Events Team, and proactively identify staffing, equipment, logistical or operational needs to ensure events run smoothly.
- Act as Duty Manager for assigned events, using initiative and sound judgement to respond to operational challenges, changing priorities and unforeseen circumstances.
- Act as the main operational point of contact for clients, artists, speakers and performers before and during events, providing exceptional service.
- Lead and supervise the sessional events assistants and suppliers during events, allocating responsibilities, monitoring performance and providing support direction throughout the event.
- Work with other Museum managers in rostering and supervising sessional staff, manage breaks, and deliver event briefings to ensure smooth on-the-day operations.
- Monitor and direct external contractors (e.g. scheduling security, directing catering) during events.
- Ensure event spaces and back-of-house areas, including both kitchen areas, are prepared to a high and clean standard before, during and after events.
- Oversee event breakdown and venue reset, ensuring spaces are left clean, secure and event-ready for future use.
- Ensure clients, artists, group bookers, contractors and suppliers adhere to venue policies during the event, health & safety rules and premises licence conditions.

Event Planning and Admin (c. 1–2 days per week)

Coordinate and plan a wide range of programmed events, including concerts, performances and talks. Liaise with artists, speakers and performers ahead of events and

create programme notes and posters.

- Support administrative tasks such as drafting contracts for artists, speakers and guides, managing guest lists, logging enquiries in Beacon (CRM), processing invoices, gathering feedback and ensuring GDPR compliance across the Museum's systems.
- Prepare accurate and timely function sheets for public programme events, including event timelines, emergency contacts and equipment requirements.
- Support pre-event administration and communications for public programme events using Eventbrite.
- Carry out general administrative tasks to support hires, public programme events and supporter events, including managing guest lists and liaising with organisers or artists.
- Perform general operational tasks, including ordering supplies and catering, and conducting stock counts for event-related items.
- Administration of event data, such as logging visitor numbers and demographics, sending out satisfaction surveys as part of Arts Council England's monitoring requirements.

Safety & Security

- Take overall responsibility for health, safety and emergency procedures when on duty.
- When on duty, deal with first aid incidents or emergencies, including acting as lead Fire Marshal in the event of emergency fire evacuation.
- Serve as an Evacuation Chair operator and support the safe evacuation of guests, staff and suppliers (training provided).
- Be a First Aid Appointed Person in case of any emergencies (training provided).
- As a key holder, be responsible for the secure opening and locking of the Museum at the start and end of each Duty Manager shift, in line with the standard operating procedures.
- Maintain awareness of security, collection care and safeguarding responsibilities and take appropriate action where concerns arise.

Other

- Carry out any other reasonable duties in line with the role that may be required from time to time.

Key relationships

- Work collaboratively and supportively with the whole Museum team and wider stakeholders.

Person specification

Essential skills/qualities

- Experience of coordinating operational teams in a customer-facing environment.
- Experience of leading staff, volunteers or contractors during events or public-facing activities.
- Experience managing public events and / or venue hires.
- Strong organisational skills and the ability to prioritise competing demands.

- Proven ability to take initiative and work independently with minimal supervision.
- Confident decision-maker with excellent problem-solving skills.
- Ability to remain calm and professional under pressure.
- A strong commitment to customer service and attention to detail.

Desirable

- Experience in hospitality or other setting where food and drink is served.
- First Aider (training is provided if not already qualified).
- Fire Marshal (training is provided if not already qualified).

Benefits

- 25 days annual leave per year (pro rata) + bank holidays (pro rata) + Birthday leave + Volunteering leave.
- You will be eligible to join a group contributory pension scheme (3 months after your start date).
- Discount from the Foundling Museum Shop and local partner businesses.
- Access to season ticket, rental deposit and cycle to work scheme loans (3 months from your start date).
- Free access to partner museums.
- Free access to our fully funded Employee Assistance Programme for wellbeing – WISDOM.
- Training support from our online learning platform.

Interview timetable
Closing date: Friday 4 December at 9am
First interview date: Wednesday 9 – Friday 11 December, date tbc
Second interview date for shortlisted candidates: w/c 14 December tbc

How to apply
To apply please follow this link to our application portal where you will be asked to upload a completed copy of our standard application form.
On this application form you need to provide:

- Your contact details
- Details of relevant achievements in recent posts, as well as any relevant education and professional qualifications that are appropriate to the post
- Please also tell us what makes you a good fit for the role, for example, giving evidence of your ability to match the criteria outlined in the Person Specification
- Explain why you wish to work for us
- Details of your notice period and names of 2 referees, together with the capacity in which they have known you, and an indication of when in the process they can be contacted (please note we will not contact your referees without your express permission)

PLEASE NOTE: the application portal will request a CV. This is not necessary and can be ignored. Where it requests a CV please only upload the completed application form, and the optional Equal Opportunities form (if you wish to submit one).

Please get in touch with us via HR@foundlingmuseum.org.uk if you have any access requirements, for example if you would prefer to send your application via video.

Any queries should also be directed to HR@foundlingmuseum.org.uk

Please note that any offer of employment will be subject to receipt of satisfactory references and proof of right to work in the UK, and also may be subject to a DBS (Disclosure and Barring Service) check.

Please also note that this job description will not form part of your contract or your terms and conditions of employment. Duties and requirements of the role may be varied from time to time in accordance with the needs of Foundling Museum, its strategy and the directions from its Director.

About the Foundling Museum

A seaman, a composer and a painter, and the moving story of the charity they started 270 years ago. The Foundling Museum is a recipe of art and care. Coram, Handel, Hogarth, what's not to love?
Sir Grayson Perry, Foundling Museum Trustee

The Foundling Museum explores compelling stories of love, loss and care through art, music, writing and emotive objects.

The Museum is the UK's only arts and heritage institution dedicated to the public understanding of lived experiences of children's social care. Inspired by three great 18th-century activists – campaigner Thomas Coram, artist William Hogarth and composer George Frideric Handel – our mission is to inspire change and transform lives through the power of the arts. We believe in creative action that brings past and present together, to stimulate imaginations and enrich lives.

The Foundling is also the birthplace of creative philanthropy – combining art and fundraising to publicly support lived experiences of care. At the Foundling, the term 'care' refers to children's social care, including foster care, adoption, kinship care, local authority care and children's homes. Central to our work is well-being through exhibitions, events, collections, research and arts programmes with care leavers, looked-after children, and early years (birth to five years old).

Examples of our work include:

- Art projects which explore how our historic story of care still resonates today by addressing stigma and supporting mental health. We do this by working in a connected way, establishing collaborations with local health and community partners.
- 'Tracing Our Tales', our flagship training programme for care-experienced young people which was named Learning Programme of the Year at the 2022 Museums and Heritage Awards. Supported by our Learning Team, trainees learn art or creative writing skills in weekly sessions led by dynamic artists, musicians and poets, to build a creative portfolio.
- Exhibitions, collections and displays, ranging from tiny, touching identifying tokens left by mothers with their babies, to composer George Frideric Handel's will. Around the

Museum, you'll find works of art by contemporary artists like Yinka Shonibare, Tracey Emin and Grayson Perry, as well as 18th-century artists William Hogarth, Thomas Gainsborough and Joshua Reynolds.

For an overview of our charitable activities, and relationships with funders, please view the [Foundling Museum Annual Report 2024/2025 on this link.]



Tokens left by mothers with their babies in the eighteenth century, as a means of identification.
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