



Job Description and Person Specification

Job Title:	Commercial Services Officer (Events) (12 month contract)
Post Number:	P2514
Grade:	Grade 5
Other Payments:	
Progression:	Progression through the grade is dependent on satisfactory performance against delivery targets, values, and behaviours
Service:	Community and Place Delivery
Hours per week:	37 hours
Accountable to:	Commercial Services Manager
Date created/ reviewed:	February 2026

JOB DESCRIPTION COMMERCIAL SERVICES OFFICER

Job Purpose

The main purpose of this role is to support the Commercial Services Manager with in delivering commercially successful venue hire and events across the Museum Service, ensuring high-quality customer experience and efficient operational processes.

Accountabilities

1. To support the Commercial Services Manager in delivering commercial activities across the Museums Service, specifically through venue hire and commercial events. This includes ensuring the smooth running of venue hire and commercial events, ensuring purchase orders, invoices, communications and data reports are created and submitted accurately and on time.
2. To support the Commercial Services Manager in managing commercial strategies and partnerships, ensuring commercial events are well promoted and delivered to a high standard.
3. To assist with contract management and monitoring, maximising income by ensuring the best offer, price and hygiene standards are achieved by the contractor.

4. To assist in developing, running and evaluating commercial events and activities.
5. To oversee event staffing and training, drive relationships with suppliers and partners and to analyse events and venue hire successes and challenges. Identifying, recommending and implementing changes to processes and paperwork.
6. Providing information, advice and/or guidance to customers in person, virtually, by email or on the telephone. To professionally support with marketing and promotion of events and venue hire facilities and packages.
7. To oversee the administrative processes across venue hire, ensuring hireers of the Museum venues receive the highest standards of customer service. Answering customer enquiries and complaint management.
8. To undertake such other duties, including cover of the other Commercial Services team activities (including retail) commensurate with the grade of the post, which may be required from time to time by the Commercial Services Manager.

Demands

Mental

- Communication skills are a key feature of the role. Should be able to ask questions, seek clarification and exchange more varied information using tact and diplomacy. May be used for basic persuasion, negotiation etc.
- Ability to develop new ideas to maximise revenue based on good quality evidence.
- Ability to problem solve and make quick and accurate judgements.
- Able to manage conflicting priorities.

Physical

- Able to set up rooms and events as and when required – for example moving chairs, tables and other furniture and equipment with appropriate manual handling equipment and training

Emotional

- Able to deal with difficult situations involving stakeholders, customers, or staff.

Environmental

- Able to undertake evening and weekend Duty Management.

Working Conditions

The job holder will be required to be flexible and undertake any other appropriate duties according to the needs of the organisation.

You will hot desk across several sites (including homeworking) based on the requirements of the service and as your duties require.

Other Employment Requirements

- Basic Disclosure Check.

ROLE SPECIFIC PERSON SPECIFICATION COMMERCIAL SERVICES OFFICER				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		A,I
	We Care	X		A,I
	We are Confident	X		A,I
	We Work Together	X		A,I
	We are Trusted	X		A,I
Qualifications				
Q1	• NVQ Level 3 or equivalent qualification/ experience in relevant subject (A Level) and significant relevant work experience	X		A,D
Q2	• Full driving licence		X	A,D
Q3	• Membership of appropriate professional body or equivalent experience		X	A,D
Q4	• First Aid at Work Qualification.		X	A,D
Knowledge				
K1	• Knowledge of relationship building techniques	X		A,I
K2	• Knowledge of data capture techniques and the ability to work towards and monitor KPIs	X		A,I
K3	• Knowledge of customer service development.	X		A,I
K4	• Knowledge of marketing and promotion strategies	X	X?	A,I

K5	• Knowledge of and commitment to equal opportunities.	X		A,I
K6	• Knowledge of working in a Public Sector environment.		X	A,I
Experience				
E1	• Experience of working in a people orientated events role or working within commercial operations in a cultural setting	X		A,I
E2	• Experience of venue hire / lettings in a cultural setting	X		A,I
E3	• Experience of working in partnership with team members, partners, and stakeholders	X		A,I
E4	• Experience developing, promoting and running commercial events	X		A,I
E5	• Experience financial control in events and venue hire capacity.	X		A,I
E6	• Excellent customer experience delivery skills	X		A,I
E7	• Experience of using effective written and oral communication.	X		A,I
E8	• Experience of successfully managing budgets.		X	A,I
E9	• Experience of using all Microsoft Office software.	X		A,I

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#) on our website.