

## Job description

<b>Job title:</b>	Commercial Projects Officer		
<b>Department:</b>	Visitor Experience and Commercial	<b>Contract:</b>	Fixed Term 9 months
<b>Reporting To:</b>	Head of Visitor Experience and Commercial	<b>Hours per week:</b>	22.2

### 1. Job purpose

To make things happen. To initiate, execute and complete projects to increase revenue for York Museums Enterprises either as stand-alone projects or by facilitating the work of the Venues Manager and the Retail Services Manager.

To carry out tasks and activities that will increase profit for the commercial businesses within York Museums Trust under the direction of the Head of Visitor Experience and Commercial.

### 2. Dimensions

#### Budget

No budget responsibility, but some projects may require expenditure and therefore the creation of a business case to access funds for investment.

#### Line management

No line management responsibility

#### Role Impact

By undertaking projects, tasks and activities, increase the profitability of the businesses

By assisting the section Managers (Venues and Retail) to complete tasks and projects increase opportunities for revenue generation

By picking up some non core tasks for the section managers – allow them to concentrate on revenue generation.

By working with the Head of Visitor Experience and Commercial, undertake research and actions that will inform future commercial strategic direction and contribute to profitability.

### 3. Principal Accountabilities

#### Core Responsibilities

To initiate projects and ideas

To involve and co ordinate other York Museum Trust teams in the process of completing tasks

To keep projects on track

To undertake projects from planning to completion

To collate information and data that will impact on decision making

To attend meetings where commercial input is required

Work with partners and clients in progressing events and projects

## **Continuous Professional Development**

### **Other duties/responsibilities**

- Work in accordance with the Trust's policies, procedures and all relevant legislation
  - Promote and develop equality and diversity in line with YMT Equality Statement.
  - Other duties may be required from time to time which are consistent with the grading of this post

### **4. Key performance measures**

Projects are completed on time

Profit or other income is increased

Specific KPIs relating to individual projects

### **5. Knowledge, skills, experience and behaviours**

#### **Knowledge**

- General IT skills – Microsoft
- Social Media
- Commercial projects – income driving

#### **Skills**

- Communication & interpersonal skills - Ability to communicate with a diverse range of visitors in a friendly, effective and helpful manner, and the ability to consider the needs of disabled and overseas visitors
- Ability to ensure visitors adhere to health and safety guidance, whilst ensuring they feel comfortable and enjoy their visit.
- Project management and completion
- Good communication and influencing skills.

#### **Experience**

- Of working in a visitor facing role
- Of working across a broad spectrum of tasks
- Experience of monitoring budgets
- Experience of project completion
- Experience of working in a team

#### **Behaviours**

- Commitment to and advocacy of equality, diversity, inclusion and anti-racism and understanding how these apply to the role
- Demonstrates Cultural awareness

## **6. Key relationships**

Head of Visitor Experience and Commercial

Venues Manager

Retail Services Manager

Retail Buyer and Product Developer

Visitor Experience Manager

Gardens Manager

## **7. Organisation chart**