



JOB DESCRIPTION

Job Details

Post Title:	Public Engagement and Commercial Officer	Job Ref:	ORNC – VEA060219
Area:	Public Engagement & Commercial	Location:	Greenwich, London, SE10
Salary:	Up to £27,500	Status:	Full-time, Fixed-term (12 months)
Hours:	35 hours per week	Annual Leave:	25 days plus Bank Holidays
Staff Management:	None	Reports to	Director of Public Engagement and Commercial
Role Purpose:	<p>The Greenwich Foundation for the Old Royal Naval College is seeking a Public Engagement and Commercial Officer to provide crucial administrative support for departmental objectives and key projects, ensuring the efficient operation of the organisation.</p> <p>As a vital member of the Public Engagement and Commercial Department, the role involves maintaining consistent and accurate staff management information to uphold the highest service standards. Spanning visitor experience, retail, commercial activities, programming, Site Diary management, and finance administration, this diverse position demands initiative, self-motivation, interpersonal skills, attention to detail, and professionalism.</p> <p>The role also includes cross-departmental support for the Director and Managers, streamlining activities into an efficient workflow system. Reporting to the Director of Public Engagement and Commercial, the officer collaborates with colleagues across the Foundation, emphasizing effective communication and cooperation.</p> <p>This position involves project planning, enhancing efficiency and cooperation within the department and the broader organisation. The successful candidate should exhibit a high level of independence, proactive planning, and a profound understanding of the organisation's operations and policies.</p> <p>The ideal candidate is dynamic, ambitious, proactive, and inspired to contribute to shaping, developing, and delivering the organisation's strategic objectives for the future.</p>		

KEY RESPONSIBILITIES

1. Administrative Tasks

- Undertake project work, updating Standard Operating Procedures across the team.
- Organise staff administration, including rotas, timesheets, and HR documentation in collaboration with the Visitor Experience Team.
- Manage staffing rota, leave, absence details, and notify leaders of potential staff shortages.
- Provide administrative support to Visitor Experience, Volunteer, and Commercial functions.
- Organise and record staff and volunteer training, ensuring compliance with the appraisal process and timely refresher training.
- Order stock and resources for visitor experience and commercial activities as needed.
- Coordinate with Box Office Manager and Travel Trade Executive for guides and event planning.
- Manage department expenses, ensuring timely submission of relevant purchase information to the Finance Team.
- Coordinate and maintain calendars, schedule meetings within teams, and update contact details and communication lists.
- Be responsible for data collation, evaluation, and statistics for activities, events, and day-to-day operations.

2. Events

- Provide staffing and administrative support for event planning and coordination.
- Effectively manage budgets and timelines.
- Liaise with Visitor Experience Manager and event organiser to understand event requirements.
- Ensure successful communication between teams and all parties involved in the event.
- Perform Event/Duty Manager duties when required.

3. Site Diary Management

- Oversee and administer the room booking system (Workspace) as a site-wide diary.
- Encourage effective communication between colleagues to prevent or resolve diary clashes.
- Organise and chair weekly diary meetings, send out site diary summaries, and publish site closures on the website.
- Provide access and training to new ORNC Diary users.
- Devise and implement organisational systems and strategies to improve and manage the site diary process effectively.

4. Project Coordination

- Lead/assist the project manager in developing project management documents.
- Review daily progress, lead projects when required, and prepare necessary supplies and resources.
- Organise reports, invoices, contracts, and other financial files.
- Arrange meetings, organise project logistics, and perform financial administrative tasks.

PERSON SPECIFICATION

Public Engagement and Commercial officer

Qualifications, Education and Training	Essential	Desirable
Competent user of databases, Outlook, and Microsoft Office 365	✓	
Demonstrably strong literacy and numeracy skills.	✓	
Experience, Skills, and Knowledge	Essential	Desirable
Previous administrative experience, including familiarity with booking systems and staff administration processes.	✓	
Confidence with IT and computer packages.	✓	
Deep understanding of visitor needs in a museum or heritage environment.		✓
Commitment to long-term planning and highly organised.	✓	
Team player with strong interpersonal skills and the ability to apply teamwork positively.	✓	
Reliable with excellent timekeeping.	✓	
Ability to prioritise and manage workloads, and problem-solving in a high-performance and changing environment.	✓	
Highly developed presentation skills.	✓	
Discreet with a commitment to maintaining confidentiality.	✓	
Flexible availability for occasional weekends, bank holidays, and evenings, if required.	✓	
Interest in tourism and history.		✓
Personal Qualities	Essential	Desirable
To demonstrate commitment to the Foundation's values.	✓	
A commitment to and demonstration of good professionalism.	✓	
A transparent way of working.	✓	
Highly motivated and proactive, with excellent interpersonal skills.	✓	
Excellent written and oral communication skills.	✓	
Able to maintain productive working relationships with external and internal contacts and providers.	✓	

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