

Commercial Development Assistant

About Us

The National Coal Mining Museum for England is a truly special place to work. Set within stunning historic surroundings, we are more than a museum, we are a living, breathing part of England's industrial and social history.

Our mission is to preserve and share the rich heritage of coal mining, keeping its stories alive for generations to come. Through meaningful, co-created experiences, we inspire people of all ages, backgrounds and needs to connect with the history of coal and its lasting legacy.

As a nationally significant visitor attraction and an important contributor to the North of England's visitor economy, we are proud to offer a unique, engaging and memorable experience to every visitor.

Everything we do is guided by strong, forward-thinking values. We are relevant, connecting the past to the world today and tomorrow; impactful, inspiring curiosity, understanding and positive change; national and international, sharing stories that reach beyond borders; and sustainable, committed to responsible practices in how we work, operate and grow. We bring these values to life by being collaborative, working together with empathy, openness and respect; outstanding, striving for excellence and creating unforgettable visitor experiences; authentic, telling the real stories of coal, people and communities with integrity; and learning, embracing curiosity, innovation and continuous development.

This is a unique opportunity to play a vital role in preserving and sharing one of England's most important stories. You'll be part of a passionate, supportive, purpose-driven team dedicated to heritage, education and community engagement—helping to ensure the safe, sustainable future of a nationally important site.

1. POST DETAILS

Title: Commercial Development Assistant

1.1. Location: NCMME, New Road, Overton, Wakefield

2. REPORTING TO:

Head of Commercial

3. SUPERVISORY RESPONSIBILITIES:

- Relief staff
- Project staff
- Volunteers where necessary

4. OVERALL PURPOSE OF THE POST

As a Commercial Development Assistant, you will contribute to the museum's commercial success through various initiatives such as retail operations, conferencing, and commercial events. Your responsibilities will include supporting day-to-day retail and bookings functions, conferencing, and assisting with event planning and execution.

You'll work closely with the Head of Commercial to ensure smooth operations and effective coordination with vendors, clients, and internal stakeholders.

5. SPECIFIC TASK AREAS:

5.1. General Duties:

- Assist the Head of Commercial in planning and implementing strategies to maximise revenue generation and enhance the museum's commercial offerings.
- Support the day-to-day operation of the museum's retail outlets, including managing inventory, merchandising displays, and providing excellent customer service to visitors.
- Coordinate with vendors and suppliers to procure retail merchandise, ensuring quality, diversity, and relevance to the museum's brand and mission.
- Collaborate with internal and external stakeholders to develop and promote commercial events to attract diverse audiences and drive attendance.
- Assist in the planning and execution of conferencing and venue hire activities, including liaising with clients, coordinating event logistics, and ensuring a seamless experience for guests.

5.2. Other Duties:

- Contribute to the overall success of the museum's commercial activities by performing ad hoc tasks and projects as assigned by the Head of Commercial

5.3. Special Features:

- Regular weekend and Bank holiday work required, with occasional evenings.

6. PERSONAL CONTACT:

6.1. Internal:

- All members of the Museum staff and volunteers

6.2. External:

- Members of the public
- A range of external stakeholders
- External contractors

7. PERSON SPECIFICATION

Criteria	HOW IDENTIFIED
Qualifications/Training	
Desirable:	

Criteria	HOW IDENTIFIED
<ul style="list-style-type: none"> Minimum 4 GCSEs including English and Maths. 	A/I
Experience	
<p>Essential:</p> <ul style="list-style-type: none"> Previous experience in a commercial environment, preferably within the cultural sector or related industries. Experience of working in a customer focused environment. <p>Desirable:</p> <ul style="list-style-type: none"> Familiarity with conferencing services, retail operations and/or , event management is desirable. 	A/I
Skills/Knowledge	
<p>Essential:</p> <ul style="list-style-type: none"> Excellent organisational skills, with the ability to prioritise tasks, meet deadlines, and adapt to changing priorities. Strong interpersonal and communication skills, with the ability to build relationships and collaborate effectively with internal and external stakeholders. Ability to work on own initiative and prioritise work programme. Proficiency in Microsoft Office suite (Word, Excel, PowerPoint) and other relevant software applications. Flexibility and adaptability to work in a dynamic and fast-paced environment, with occasional evening and weekend work required. 	A/I
Personal Qualities	
<p>Essential:</p> <ul style="list-style-type: none"> Ability to stay calm under pressure Personal resilience Flexibility in approach and attitude Creative thinker with a proactive approach to problem-solving. Personable with an ability to quickly build effective relationships with peers, colleagues, partners and stakeholders at all levels 	A/I

Key:

- A Application form
- I Interview

8. HEALTH AND SAFETY:

- 8.1. In accordance with sections 7 and 8 of the 1974 Health and Safety at Work Act ensure the health and safety of all staff and resources within the post-holder's area of responsibility, i.e. delegated responsibility in relation to the post-holder's duties and personal responsibilities.
- 8.2. In addition, the Management of the Health and Safety at Work Regulations 1992 detail the following:
 - Employees must inform their employer or supervisor of any work situation that might present a serious and imminent danger to health and safety.
 - Employees must inform their employer or supervisor of any shortcomings in the health and safety arrangements, even when no danger exists.

9. EQUAL OPPORTUNITIES:

- 9.1. The post-holder's duties must at all times be carried out in accordance with the Museum's Equal Opportunities Policy and other policies designed to protect employees or the Museum's users from harassment.
- 9.2. It is the duty of the post-holder not to act in a prejudicial manner towards the Museum's users or employees. The post-holder should also counteract such practice or behaviour by challenging it or reporting it.