

# INSTITUTE OF CONTEMPORARY ARTS

## Job Description

**Job Title:** Events Officer

**Salary:** £30,800 – £33,336

**Department:** Audiences and Business Growth

**Contract:** Permanent, full-time

**Location:** London

**Deadline for application:** midday 20th May 2026

## Overview

The Institute of Contemporary Arts (ICA) is a leading multi-arts centre located in one of London's most prestigious locations in London, with views to St James's Park. The history both of the ICA and the build is iconic – the ICA is an incubator for artistic talent with artists from Stormzy to Amy Winehouse and Basquiat, Damien Hirst to Lubaina Himid hosting seminal shows within the walls of the venue.

Alongside this, the building stands proudly as a transformative, progressive space for the creative industries with a public entrance leading directly onto The Mall and with a magnificent, Georgian Grade I listed building with a variety of event spaces for hire including exquisite private rooms, two cinemas, a gallery space, a bar area and a theatre/live music space. Our spaces are often used for photo shoots, filming, weddings, receptions, dinners and takeovers much more.

The Events team plays an important role at the ICA, supporting exciting plans to grow and leverage the event hire business as a key commercial income stream for the ICA.

The Events Officer will support with all hire enquiries and client operations, including overseeing contract agreements and Event Ops forms. Working closely with the event leads, they will support with the growth and delivery of the ICA's Events & Hires business.

The post holder will have exceptional attention to detail, with a process driven approach to managing hire enquiries. They will be able to manage multiple relationships simultaneously and will be commercially minded. They will be able to work collaboratively across multiple teams including Visitor Experience, Programming, Operations, Marketing and Technical to deliver seamless client experiences that maximise income potential and build upon our reputation as a cultural space of historical significance in the heart of London.

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## Duties and Responsibilities

- Provide excellent customer service to all venue hire enquiries, ensuring all leads are followed up in a timely manner in order to maximise conversion of enquiries into sales.
- Coordinate and work with internal stakeholders including Visitor Experience, programming, and Operations to pro-actively arrange staffing, preparation, delivery of activities and visits including schedules for commercial events.
- Liaise with preferred suppliers and contractors to ensure client questions and introductions are made to support with event hire development.
- Ensure that all event hire enquiries are logged on the event database, and that events are accurately recorded on the ICA's event scheduling system, Artifax.
- Manage client contracts, ensuring all agreed costs are recorded and that invoices are paid according to the contract schedule.
- Manage all Event Hire operational forms, ensuring contact details, staffing requirements, risk assessments, and relevant policies are in place ahead of time.
- Support with Event Hire updates for all internal colleagues and suppliers to ensure all relevant teams are accurately briefed for all events.
- Attend client events as the Event Manager on the ground as and when necessary, including in the evening and at weekends.
- Support the Marketing team with content development to promote hires across the venue, in publications, across the website, social media platforms and event brochures.
- Work closely with the Development team to highlight prospective clients who are potential corporate, sponsorship or individual prospects.
- Ensure compliance with ICA policies, relevant legislation, insurance requirements and GDPR data protection regulations.

*This is not, however, an exhaustive list of duties and the ICA's management may, at any time, allocate other tasks which are of a similar nature or level.*

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## About You

### Essential:

- FEI/HEI qualification or equivalent experience
- Experience supporting end-to-end project management including co-ordinating, planning and managing events and activities including dinners, location shoots, receptions and complex venue takeovers
- Experience of digital ticketing and/or event booking systems
- Experience working in a client or customer facing role, particularly with high level contacts
- Experience of working with diverse audiences
- Experience of producing marketing and comms content
- Excellent planning, prioritisation and organisation skills
- Ability to work with a variety of internal stakeholder, with a strong collaborative approach
- Competent and familiar with digital technologies
- Knowledge of basic Health and Safety Legislation including events compliance requirements
- Ability to assess risk
- Excellent customer service skills
- Excellent interpersonal skills engaging with the public and colleagues

### Desirable:

- Experience of working in the arts sector
- Experience of contract negotiations
- Experience of budget tracking and monitoring
- Experience of working with event suppliers

## Why Join Us?

This is an exciting opportunity to be part of a historic and forward-thinking cultural institution, contributing directly to its commercial sustainability while working in a unique and prestigious setting.

To apply, please share details of your CV and cover letter to [jobs@ica.art](mailto:jobs@ica.art)