Events Assistant

**Responsible to** Marketing Manager

**Responsible for**  Occasionally volunteers

**Grade** B

**Hours** 16 hours per week including some weekend and evening work.

**Rate of pay** £9.83/hr (£19,168 FTE)

# Purpose

To ensure delivery of a vibrant events programme.

# Main duties and responsibilities

**Events**

* Ensure smooth delivery of events:
	+ Write and book in advertising (with Marketing Assistant)
	+ Administer the bookings and handle enquiries (with Reception Administrator)
	+ Liaise with facilities teams about on-site arrangements
	+ Liaison with event partners and providers
	+ Order any catering required
	+ Oversee admissions and security
	+ Gather feedback
	+ Undertake post-event follow-up and reporting.
* Be present on site during events to ensure all parties involved communicate well.
* Deliver good customer service to event attendees and partners.
* Manage the store of events equipment.
* Ensure smooth delivery of courses and workshops
	+ Liaise with tutors and course participants
	+ Administer paperwork associated with the course
	+ Gather feedback from tutors and participants
* Input into the design of future events.

# General Requirements of all staff

* Carry out other duties commensurate with the responsibilities of the post.
* Participate in staff supervision and team meetings as appropriate.
* Abide by Windmill Hill City Farm policies
* Have a positive approach to equality of opportunity, and attitude and behaviour which actively demonstrates this.
* Understand our ethos: work within and promote the aims and objectives of Windmill Hill City Farm
* Present a positive image of Windmill Hill City Farm.

# Person Specification

## Essential Requirements

* Experience of running similar events.
* Able to deal with a wide range of enquiries in a calm and professional manner.
* Happy to work hours to suit the event schedule – a flexible approach.
* Experience of providing good customer service.
* High level of proficiency using a variety of software packages (in particular Microsoft Office) to produce written correspondence and documents and undertake diary management.
* Good communication skills: straight forward, honest and open verbal communication skills.
* Ability to adapt communication style to suit to users.
* The ability to use own initiative and plan own workload.
* The ability to work alone, and as part of a team.
* A flexible and co-operative attitude.
* A positive approach to equality of opportunity, and behaviour which demonstrates this.
* Satisfactory references and DBS check (to be undertaken by Windmill Hill City Farm)

## Desirable skills and experience

* Qualification in hospitality and/or events management.
* Experience and understanding of working in the voluntary and community sector.
* Knowledge and interest in Bristol events scene.