

Events Assistant Job Description

Job Purpose

- Assist the Sales & Events Manager in the marketing, planning and execution of events at Worton Park.

Qualifications

Essential

- Full driving license required
- Proficiency in the use of the following:
 - Microsoft Outlook, Word, Excel, Power Point
 - Internet
 - Social Media sites

Desirable

- Prior events experience whether through voluntary or paid employment in the hospitality industry desired but not essential

Reporting to: Events Manager

Primary Duties and Responsibilities

- Take and respond to initial wedding, meeting and events enquiries via telephone, email, and face to face.
- Schedule and conduct venue and accommodation show rounds with potential clients.
- Maintain client database and run lead reports.
- Assist the Sales & Events Manager with the planning of the event.
- Liaise with clients regarding their event requirements for example catering, timings, equipment needs, and room layout.
- Liaise with event suppliers and obtain relevant health & safety documentation.
- Assist with coordinating and promoting venue open days.
- Contribute to social media content, create blog posts, and update the Worton Hall website.
- Assist with set-up and breakdown of meetings and events.
- Assist with events on the day, supervise bar/wait staff and bar tender when required. After training and sufficient experience, the Events Assistant would be expected to manage their own events long-term.
- Performing physical stock take and running stock reports
- To cover in the absence of the Sales & Events Manager.
- Assist with Holiday Let enquiries, bookings, and admin.
- Out of hours customer service support when required.
- Any other duties required to meet business needs.

Other duties

- Answer general phone inquiries using a professional and courteous manner
- Direct phone inquiries to the appropriate staff members
- Reply to general information requests with the accurate information
- Greet clients/suppliers/visitors to the organisation in a professional and friendly manner
- Use computer for word processing, spreadsheet, and database software to prepare reports, memos, and documents

Personal characteristics

- An outgoing and enthusiastic personality. Must be confident with clients and have excellent customer service skills
- Behave Ethically: Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others are consistent with these standards and align with the values of Worton Park.
- Build Relationships: Establish and maintain positive working relationships with others both internally and externally to achieve the goals of Worton Park
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Focus on client needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organisational parameters.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Working Conditions

The post is full time 37.5 hours per week Mon-Fri. Regular weekend working with time off in lieu during the week. Role includes anti-social hours when working events.