

R A B Y

RABY ESTATES

LEISURE & TOURISM TEAM ASSISTANT

ROLE SPECIFICATION

Background:

Raby Estates comprises acres of dramatic, heritage landscapes and unique buildings, steeped in a rich history, across County Durham and Shropshire. Raby boasts two of the country's most popular visitor attractions which are Raby Castle and High Force Waterfall, both located in County Durham.

The Leisure and Tourism Team is responsible for all public facing operations and the Team arranges all Group and School bookings as well as the public and private events, including the marketing of the different packages and general opening.

The number of events at Raby Castle and High Force is growing rapidly and there is an ambitious development plan of the visitor areas that will offer greater potential to grow this area of the business further. Christmas is an extremely busy time of year at Raby and the Castle will see a large percentage of its annual footfall in December.

Raby is looking for a highly organised and efficient Leisure and Tourism Team Assistant that can support the Team on the day to day running of these operations. Working closely with the Events and Marketing Manager this is a demanding and fast-moving position that requires you to think on your feet, re-acting and dealing with numerous enquiries, stakeholders and processes.

Job Title:	Leisure and Tourism Team Assistant
Responsible to:	Events and Marketing Manager and ultimately Head of Tourism and Leisure
Liaising with:	Tourism and Leisure team
Hours:	Part time, flexible working available equivalent to 25 hours per week with opportunity for additional hours in peak times
Normal place of work:	Raby Castle

Job Requirements:

- Highly organised with excellent attention to detail; accurate and precise
- Advanced IT skills
- Flexible approach to duties undertaken
- Effective communication and organisational skills
- A strong appreciation of good customer service
- Enthusiasm and capacity for hard work
- Systematic and cheerful approach with a 'can do' attitude
- Solution orientated and calm under pressure

Key Responsibilities:

- Operational support at events, especially Christmas
- Handling telephone enquiries
- Ordering/procuring items including stationery and uniforms
- Working with the Accounts Dept. to issue and track invoices
- Responsibility for group bookings – arranging, communicating and creating function sheets
- Supporting team with training, performance reports and all other admin