

# R A B Y

## EVENTS ASSISTANT

### ROLE SPECIFICATION

<b>Job Title:</b>	Events Assistant
<b>Responsible to:</b>	Events Manager
<b>Liaising with:</b>	Leisure and Tourism team
<b>Hours:</b>	Part-time, Permanent

#### **Background:**

Raby Estates is a family-owned business that has been operating in County Durham and Shropshire over many centuries. The Estate comprises of landing holdings and trade operations include residential and business properties, farming, forestry, land management, sporting and leisure and tourism.

Raby has an active leisure and tourism department which operates two successful visitor attractions, the historic Raby Castle, Park and Gardens in County Durham and High Force Hotel and Waterfall in the North Pennines Area of Outstanding Natural Beauty in Upper Teesdale.

There is a busy event schedule across both attractions throughout the year with a key focus on the Christmas period. The Estate 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.

We are looking for someone who can hit the ground running in this demanding and fast-moving position that requires you to think on your feet, re-acting and dealing with numerous enquiries and processes.

#### **KEY RESPONSIBILITIES:**

- Assisting the Events Manager with Events at Raby Estates
- Providing excellent customer service to customers and suppliers both in person and via telephone and email communications
- Demonstrating a strong knowledge of the possible event settings on offer and taking third parties on tours of the Estate to view these
- Liaising with the Marketing team to provide the content for them to create the necessary marketing materials such as print and digital advertisements for individual events
- Creating and updating Event Information pages and FAQs on the website
- Providing administrative support to the Events Manager
- Setting up new events on the Ticket sales platform
- Monitor ticket sales via a weekly sales report

- Managing and overseeing events on the day of, including problem-solving, welcoming customers, directing event set-up, communicating with staff, and organising suppliers
- Creating sales opportunities for future events during events, including possessing a strong working knowledge of the Estate to further these sales opportunities