

Events Assistant

JOB DESCRIPTION

Job Title:	Events Assistant
Responsible to:	Sales and Events Manager
Liaising with:	Leisure and Tourism and the wider Estate Team
Department:	Leisure and Tourism
Location:	Raby Castle
Hours:	Seasonal Role October - December
Salary:	Competitive, above NMW
Job Ref:	VA165-2024

Background:

The Raby Estate comprises landholdings and trading operations in County Durham and Shropshire that are owned by Lord Barnard. Raby Estate business operations include in-house farms, let farms and residential property, visitor attractions and sporting enterprises across 3 Estates in County Durham and Shropshire

Raby Castle near Staindrop has been the home of the Vane family for generations and is open to visitors. Lord and Lady Barnard have recently launched the Rising – a unique and diverse lifestyle destination comprising cafes, event spaces, an exhibition and retail.

There are a significant number of events at Raby Castle, Park & Gardens and High Force Hotel & Waterfall (the other main visitor attraction on the Estate in County Durham) every year, and the busiest season for these events is October through until the end of December, when the Estate hosts a multitude of Autumn and Christmas experiences.

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 operationally with all events including evenings and weekends
- Providing excellent customer service to customers and suppliers both in person and via telephone and email communications
- Hosting events, greeting customers and ensuring the event goes smoothly
- 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
- 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

Other qualities we are on the lookout for include: -

- Excellent Communication Skills
- Commitment to delivering excellent customer service

- Confident and Proactive
- Strong organisation skills
- Ability to work under pressure
- Ability to think on your feet
- Flexible approach to support the needs of the business