



## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job title</b>	Event Support Administrator
<b>Location</b>	Cheltenham
<b>Reference number</b>	
<b>Reporting relationships / organisation chart</b>	Reporting to the Event Director, France and Weddings
<b>Job purpose</b>	To support the event marketing team on website and social media activity, admin support across all events and to ensure high levels of customer service.
<b>Job dimensions</b>	A varied role supporting the event marketing team to ensure effective delivery of the marketing plan. Liaising with operations team, sales team and sales support.
<b>Main responsibilities</b>	<p><b>Events Admin</b></p> <ul style="list-style-type: none"> <li>• Using social media to promote events</li> <li>• Updating websites with listings, content and images</li> <li>• Coordinate event show guide production</li> <li>• Processing booking orders on our in-house systems</li> <li>• Setting up spreadsheets, recording and updating information, reporting &amp; analysis for both events and operations team</li> <li>• Provide general administrative support to the events team eg market research, mail shots</li> <li>• Dealing with general telephone and email enquiries from both exhibitors and visitors regarding all events</li> </ul>
<b>Person specification</b>	<ul style="list-style-type: none"> <li>• Self-confident, possessing excellent interpersonal skills with the ability to communicate at all levels</li> <li>• Very organised with great attention to detail</li> <li>• Social media savvy, IT literate with good knowledge of Word and Excel</li> <li>• Self motivated and enthusiastic</li> <li>• Ability to work independently and under pressure</li> <li>• Highly literate with excellent spelling and grammar</li> <li>• An aptitude to continually review and improve current processes</li> </ul>
<b>Additional background information</b>	As part of a fast growing organisation there may be development opportunities for the right candidate.
<b>Health and safety</b>	All employees must observe and comply with Archant's policies and procedures for health and safety.
<b>Equal opportunities statement</b>	All employees must observe and continually promote equal opportunities and customer care in compliance with Archant's aims and objectives.