# JOB DESCRIPTION

## Events Administrator

**Contract:** Temporary Seasonal Contract between March-September 2025 based on 25 hours per week (27 weeks approximately).

**Salary Band**: £12.52 per hour

**Location:** John Montagu Building, Beaulieu ON SITE.

**HOURS OF WORK**:

Working hours: based on 5 hours per day, Monday to Friday, between March to September. Additional hours may be required during the core event season to work on major event days (see Working Pattern for more details)

**Background:**

Beaulieu Enterprises Limited is the commercial organisation responsible for the running of the Beaulieu visitor attraction (home to the National Motor Museum), Beaulieu events, Buckler’s Hard heritage village and the Buckler’s Hard Yacht Harbour on the Beaulieu River. It works very closely with the Beaulieu Estate and the National Motor Museum Trust charity.

The Events Department is responsible for delivering the calendar of events, typically running from April-September, across the Beaulieu and Buckler’s Hard sites. These include both internal events where the team are solely responsible for delivery, and external events where we work in partnership with external organisations to host their event. The events are predominantly motoring related and outdoors.

This role will report to the Events Manager and the Assistant Events Manager.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Package:**

* Hours: An average of 25 hours per week, across Monday to Friday (see working pattern for more details, this will include Bank Holidays, weekends and some out of hours work depending on the event being supported.
* Free on-site parking.
* Holiday: 22 days plus bank holidays.
* Day off on your birthday
* Pension: We operate an auto enrolment pension scheme with a deferment period of 3 months.
* Free entry to Beaulieu and Buckler’s Hard for employee plus up to three guests, including most in-house events.
* Access to Employee Assistance Programme for work and non-work-related support.
* Access to Mental Health First Aiders

**Role:**

The Events Administrator plays a crucial role in the administrative tasks required for the planning, coordination, and execution of events, ensuring they run smoothly and efficiently.

This position involves providing administrative assistance to the events team, which consists of the Events Manager, Assistant Events Manager and the Events Co-ordinator. This can range from inputting event bookings for visitors and exhibitors, overseeing customer queries that arise (both phone and written communications) and supporting the department with other administrative tasks required for the events. The Events Administrator will also provide sales support to the role, such as through research of new sales opportunities to include increasing trader bookings and sponsorship of events.

**Main Duties:**

* To assist in the administrative tasks required to run the calendar of events at Beaulieu to include, invoice processing, filing, record keeping, data entry, proof reading, inbox and telephone management.
* To assist with report generation for the events such as compiling post-event attendance reports.
* To assist with the exhibitor mailouts as required. A good level of computer skill is required in Microsoft Office products. Training will be provided on Beaulieu’s in-house booking CRM system.
* To monitor the events inboxes and filter queries through to relevant team members. In consultation with the Events Manager, this may involve responding to customer complaints.
* To monitor the events phones and dealing with queries or filtering queries through to relevant team members.
* To facilitate phone sales for events. Training will be provided on Beaulieu’s in-house ticketing system.
* To ensure all telephone and written enquiries are dealt with efficiently and office systems and databases are maintained and kept up to date.
* At all times, to deal politely and in a friendly and approachable manner with all queries, complaints and compliments via phone, email and face to face.
* To manage the staff ticket applications for major events and administer the allocation of tickets to staff.
* To work closely with the marketing team to ensure that event information online is kept up to date and relevant with guidance from the team.
* To proof-read event information such as event show guides, booking information and emails prepared by the Marketing team.
* In consultation with the Events Manager, to take an active role in generating new business for the events such as through research into potential new traders and car clubs for the existing events, as well as future event opportunities that may be introduced and contacting new leads.
* In consultation with the Events Manager, to take an active role in identifying opportunities for event sponsorship through researching potential new sponsors and contacting new sponsors.
* At all times to promote Beaulieu as an attraction and a venue to potential clients and visitors, whilst upholding the Beaulieu characteristics and aims of the company. Within a short space of time, you will be expected to possess a strong knowledge of the company to further and introduce new business opportunities.
* To be prepared to undertake some physical activities to assist the department with certain aspects of events set up such as packing event boxes and taking them out to the relevant event areas ahead of the upcoming event.

**Other**

* To undertake any other reasonable tasks as requested by the Events Manager or Assistant Events Manager.

**Person Specification: Events Administrator**

We are open to considering applications from people with enthusiasm and administrative experience relevant to this role. This person might look as follows in regard to qualifications, experience, skills and knowledge, but if you don’t quite tick all the boxes, don’t worry we’ll help fill the gaps with on-the-job training, so please still apply.

|  |  |
| --- | --- |
| **Qualifications** | A – levels or equivalent.  Administration experience, not necessarily from an events background.  There are no reliable public transport links, therefore you should be able to commute to Beaulieu and have a clean Driving Licence. |
| **Experience** | Excellent customer relationship skills and dealing with customer enquiries in both verbal and written form.  Direct sales experience especially by phone.  Experience of using a customer relation management systems and/or bookings system – this is not essential as our system is tailor made, and training will be given.  Working in an office environment undertaking administrative tasks. |
| **Skills & Knowledge** | Competent user of Microsoft Word, Excel and Outlook.  Keyboard and inputting skills to a high level of accuracy.  Organised and able to prioritise work.  High level of attention to detail.  Enthusiastic, flexible and pro-active approach.  Personal time management with the ability to work independently as well as within a team.  To uphold the Beaulieu characteristics in every aspect of the role:   * Knowledgeable * Playful * Charming * Generous/Giving * Intimate * Idiosyncratic |

**Working Pattern: Events Administrator**

Working hours of 9am-2pm (some degree of flexibility), to assist with the peak daily administrative tasks within the events office.

Working on event days is not essential for this role but would be required on one ‘Simply event’ (for familiarisation with the events) and on certain major event days, for hours to be agreed, to assist the team in within the event exhibitors’ information point and/or other areas for the following events and would be required to attend:

* Spring Autojumble – 17th & 18th May 2025
* Supercar Weekend – 2nd & 3rd August 2025
* International Autojumble – 6th & 7th September 2025

This work is in addition to the normal working week where TOIL is accrued for any additional hours, typically to be taken within 4 weeks of the event.

Our calendar is largely set in advance for the year ahead, but additional event bookings can come in throughout the year, so a flexible approach is required.

There is the opportunity for the person to be involved in the events beyond the major events detailed above. This would be paid work at the applicable casual steward rate.

Reviewed LG 16/12/24