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## **JOB DESCRIPTION**

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| <b>POST:</b>          | Events and Training Assistant   |
| <b>POST HOLDER:</b>   |   |
| <b>REPORTS TO:</b>    | Events and Training Manager   |
| <b>SALARY:</b>        |   |
| <b>LOCATION:</b>      | Severn House, Worcester   |
| <b>WORKING HOURS:</b> | 37 hours per week   |
| <b>MAIN PURPOSE:</b>  | To promote the Training and Events Departments by proactively making calls to customers and supporting the administration and delivery of a range of Chamber of Commerce events and training courses. |

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### **KEY DUTIES / RESPONSIBILITIES:**

1. To proactively identify and make targeted calls to businesses to sell attendance at Chamber events and training courses (circa 2 hours per week) using marketing lists/attendance lists based on other events/courses.
2. To assist with the day to day running of the commercial training department and room hire facilities including, arranging refreshments, greeting delegates and trainers, producing certificates, answering incoming enquiries, and arranging course materials.
3. To prepare all events prep materials including badges, delegates lists, attendee lists, IT equipment and event literature.
4. To send links and passwords, presentations/materials and certificates/feedback forms and follow up emails for virtual events and training courses.
5. For the Business Expo's in March and October, to process all booking forms and collect all public liability insurance, health and safety documents and risk assessments.
6. To provide assistance onsite at certain events, in particular larger events including Business Exhibitions and Awards ceremonies and conferences.
7. To complete generic administrative tasks within the events and training department including adding registered products on CRM, data cleansing and receiving speaker application forms.
8. To process event and training bookings and cancellations using the companies CRM system.
9. To process training feedback forms by scanning them into the system, and adding any information to CRM.
10. To assist in the research and preparation of reports.

**GENERIC TASKS:**

1. To keep updated with all new literature and information and maintain a thorough knowledge of new procedures.
2. To work closely with other team members and complement and support the organisation's delivery and development.
3. Any other duties as directed by your Line Manager.
4. To ensure that any management information is entered onto the Chamber's databases (CRM and Exchequer) on a regular continual basis.
5. To work closely with the Quality Manager and your team to ensure team-wide compliance to ISO9001. To facilitate improvements to the quality management system and to co-ordinate an annual review of quality documentation which specifically relates to your department.
6. To adhere to and actively promote the Chamber Equal Opportunities policy.
7. At all times to work within the organisations Health and Safety policy and to ensure as far is reasonable that safe working practices are established, maintained and followed.
8. To work within and assist in maintaining IIP principles for the organisation.
9. To carry out any other duties as required by the business to achieve commercial objectives.

**PERSON SPECIFICATION:**

1. Educated to NVQ Level 3 (or equivalent) in Business Administration/Customer Service/Events Management.
2. Proficient in the use of Microsoft Office.
3. Should have proven sales experience and the ability to generate revenue.
4. Organised, with the ability to multitask and work effectively on several projects at any one time.
5. Drive, initiative and enthusiasm.
6. Must be customer focussed and have experience in a customer facing role.
7. Effective written and verbal communication skills.
8. Results driven.
9. Goal orientated.
10. Flexibility with regards to working hours.

**MOBILITY:**

1. Ideally a car owner with full driving licence.