

Job Description

Job title	Office Administrator
Place of Work	Yorkshire Event Centre – Great Yorkshire Showground, Harrogate
Hours of Work	8.30am to 5pm (with an hour for lunch) Monday to Friday with additional hours as an essential feature of this role.
Salary	Dependent on skills and experience
Line Manager	Venue Manager
Background Info	Yorkshire Event Centre www.eventcentre.co.uk has 2 major event spaces plus outdoor space on The Great Yorkshire Showground and hosts a wide range of events from exhibitions to conferences to dinners. This venue along with Pavilions of Harrogate, Fodder and the Harrogate Caravan Park generate money to help fund the work of the Yorkshire Agricultural Society, a registered charity which is best known for running the annual Great Yorkshire Show but also works hard throughout the year to improve farming and education in the North of England.
Job Purpose	To efficiently manage all the administration and reception tasks of running Yorkshire Event Centre. This is an office based job and requires someone with fantastic organisational skills, meticulous attention to detail, exceptional customer service skills, amazing computer skills and a real “can-do” attitude.

Main Accountabilities

- Answer telephone calls, meet and greet all visitors and deal with all post and emails.
- Become a font of knowledge on our events in order to help customers with their enquiries.
- To be speedy and accurate at typing and IT systems and good at proof reading.
- Work in Word, Excel and Powerpoint to produce the necessary documents and reports and be computer literate enough to pick up other packages quickly.
- To be highly organised and system orientated to effectively manage our storage facilities, training records, licences, memberships, subscriptions, booking exhibition stands etc.
- Manage all usual office tasks including filing, photocopying, getting quotes, liaising with other departments, making drinks and keeping the office tidy and organised, sending out contracts, questionnaires and invoices and for each event keeping accident reporting up to date, ordering stationery, cleaning products and other consumables. Manage lost property etc.
- Manage external diary of events and update on our website.
- Help with Social media for our venue.

- Any other admin duties as reasonably required by the company.

Person Specification

The ideal applicant:

- Must be highly competent on Excel, Word and Powerpoint and the aptitude to learn other packages too.
- Must be efficient and be able to work under pressure and also have the ability to plan ahead.
- Has the ability to communicate clearly and concisely and keep calm under pressure.
- Will have good written and oral communication skills are crucial.
- Will have great customer service skills are vital, both over the phone and face to face.
- Must be able to manage multiple tasks with enthusiasm and judge what the key priorities are on an hourly/daily/weekly basis.
- Must be a calm, team player, who is happy to take on the unexpected.
- Will have the ability to cope with interruptions and still focus on the tasks that need completing.
- Will have exceptional attention to detail and accuracy.
- Must be able to keep confidential information confidential.
- Must be flexible and adaptable and be able to cope easily with change.

Nov 2017