



Job title	Events Office Administrative Assistant
Department/Section	Sales and Marketing Department
Hours	10am – 2:30pm (Mon – Fri) Occasional weekend work & holiday cover will be required.
Wage	Above min wage
Main purposes of job	<p>Offer key administrative support to the sales and marketing team in a busy events office.</p> <p>Guest liaison from initial enquiry to booking confirmation. Undertaking all aspects of co-ordination to a high standard of guest service accurately using the operating systems and processes.</p> <p>Keeping all records up to date and communicate with the relevant departments.</p> <p>Carlton Towers Events Ltd is a privately owned estate by Lord and Lady Fitzalan Howard offering high end weddings, events, and corporate organisations.</p>
Key skills, qualities & experience	<p>To have outstanding customer service skills.</p> <p>To be always presentable and smart in appearance.</p> <p>To treat guest and team members with respect Answering & logging all phone enquires promptly in a polite manner.</p> <p>Administer all events client booking details and accommodation bookings sending confirmations, check in information and processing payments.</p> <p>Assist with sales and marketing which will include cold calling potential sales and corporate businesses.</p>



	<p>Booking appointments and maintaining the wedding appointments diary.</p> <p>To ensure areas are always clean and tidy.</p>
Requirements	<p>Essential: Proven experience in a previous admin/sales role. Polite and friendly with excellent customer service. High level of accuracy on processing client information onto the system following strict GDPR processes.</p> <p>Desirable: Have previous hospitality experience or working within the events industry. Full training will be given on the system, but previous knowledge of booking systems would be advantageous.</p>
	<p>Please send CV and covering letter to danielle@carlontowers.co.uk</p>
Deadline	<p>Friday 22nd September</p>