



GRAY DAWES
EVENTS

Events Administration Assistant - Apprentice Meetings Management

REPORTING TO:	Team Leader Meetings Management	LOCATION:	Colchester
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SCOPE OF ROLE AND RESPONSIBILITIES:

You will work as an Apprentice under the title of "Events Administration Assistant" within the Meetings Management Team. This is an exciting opportunity to join a friendly and supportive team and to gain practical experience and training. This position plays an important part in providing operational, events and administrative support to the Meetings Management team and how we service our clients. We will offer a full training and development programme to ensure you learn about the events industry and the diverse types of meetings and events we offer within our business.

1. Assist the team with client enquiries for venue bookings in the UK and overseas.
2. Maintain the inbox, ensuring all emails and enquiries are responded to within the agreed SLA
3. Client administration: updating client folders and ensuring information is up to date.
4. Working with suppliers, venues, internal departments and team members where necessary.
5. Assist the team with updating information within our booking system (Cvent)
6. Look for gaps in our processes and delivery and think about / suggest solutions
7. Assist the team with invoicing, budgets and general administration duties
8. Take on small projects to help with customer service, such as after event follow ups
9. To respond to any other reasonable duties or tasks that may be requested by your director.

COMPETENCIES AND SKILLS:

1. Good administration, communication and attention to detail skills.
2. Self-starter and team player.
3. Be able to work pro-actively under clear instruction and remain calm under pressure
4. Have an eye for attention to detail

EXPERIENCE AND QUALIFICATIONS:

1. Adept at using Microsoft Office.
2. GCSE English and Maths passes at grade C or above

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