



Events Co-ordinator

Salary:	£24,000 - £28,000 dependent upon experience
Hours:	Full time – 37.5 hours per week
Base:	The role is based at our Head Office in Derby Option for hybrid-working with a minimum of 3 days per week at our Head Office in Derby.

The Role

We're looking for someone who is organised, proactive and passionate about delivering excellent customer service. You'll play an important part in supporting our Event Managers with the organisation, administration and safe delivery of our UK events, while acting as a key point of contact for customers and helping to deliver the high standards, clear communication and reliability they expect.

You'll be a key part of the team responsible for organising our portfolio of UK-based, weekend-long youth football tournaments, rugby festivals and netball tournaments. Welcoming entries from teams across the UK, you'll help maintain our strong reputation by building positive relationships with customers, responding professionally to queries, keeping teams informed and supported and working closely with colleagues and suppliers to fine-tune and improve our existing programme while supporting opportunities for future events.

It's a varied role, with key duties including:

- Acting as a key customer contact throughout the event journey (post-sales), including responding to questions, managing changes, providing clear and timely information, compiling customer booking and travel documentation and ensuring expectations are managed professionally from initial booking through to successful event delivery.
- Supporting the Event Managers in the organisation, administration and running of our UK event programme, including loading bookings into our booking systems and helping to ensure the smooth, safe and well-organised delivery of events for customers, teams and suppliers.
- Supporting the Sports Tours Sales Team during our peak sales period by compiling accurate costings for our international tours, researching hotel accommodation, flights, excursions and other tour elements and booking key elements such as flights and accommodation once deposits have been received
- Helping with other general administration, customer support and organisational duties to ensure we deliver what we promise and provide a positive experience for every customer.

The Person We're Looking For

You will be an organised individual with excellent customer service instincts, strong communication skills, a commitment to accuracy and excellent attention to detail. You will have a positive, enthusiastic, pro-active approach and the confidence to communicate professionally with customers, colleagues and suppliers.

We are proud of the expertise within our team and will fully support you in developing your skills, knowledge and professional confidence throughout your employment with us.

This is a fantastic opportunity for someone who relishes the thought of combining their passion for sport with their career on a daily basis. Our business has significant plans for future development and growth, and we want to hear from people who are excited about joining a collaborative team and helping us deliver excellent experiences for our customers.

Requirements

Key skills and experience

- A customer-focused approach, with the ability to build positive relationships and provide clear, helpful support
- Ability to manage time and co-ordinate priorities effectively
- Excellent interpersonal, written and oral communication skills
- Attention to detail and commitment to accuracy
- A confident, polite and professional telephone manner
- Strong administration and IT skills

Beneficial skills and experience

- An interest in sport (particularly football, rugby and/or netball)
- Financial and commercial awareness
- Knowledge of the travel industry
- An interest in travel and customer experience

Benefits

- A basic salary of £24,000 - £28,000 (dependent upon experience)
- 24 days holiday per year (increasing with length of service to a maximum of 27 days) in addition to all public holidays
- Contributory pension scheme
- Cycle to Work scheme
- Flexible hybrid working programme

How to apply

Feeling excited about the role and want to apply? We can't wait to hear from you!

Please send us your CV with a great covering letter introducing yourself and detailing:

- Your current role and salary
- Why you are a suitable candidate for this position

Please email your application to recruitment@rayburntours.com



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