

Events Assistant Apprentice (Minehead based) Channel Adventure

Channel Adventure requires an Events Assistant Apprentice to support the business. The apprentice role will work across the Channel Adventure area of the Channel Group. The Channel Group comprises Channel Training Ltd, Channel Adventure Ltd (a wholly owned subsidiary) and Channel Events (a community interest company). Channel Adventure Ltd offers a full range of adventurous activities from its bases in Minehead and Taunton.

The Apprentice role is a vital one and carries responsibility for support and administration during the day to day business of Channel Adventure. The notes below are not exhaustive but provide an indication of specific areas of responsibility. The role of Events Assistant Apprentice is line managed by the Operations Manager with support from the General Manager.

The Person

You have modern skills in ICT, communication, literacy and numeracy. You are familiar with social media and can work with a range of software products and systems. You have excellent customer service skills and a naturally engaging, positive manner. You are organised with the ability to work under pressure, prioritise and multi task. You can work well within a team environment but are also highly motivated and can work effectively with minimal supervision. You relish a challenge, have an appetite to learn and constantly strive to improve. You are committed to the values underpinning what we do, and you are passionate about Outdoor Learning.

The Job

A varied and vital role across all aspects of the business.

- Main roles and responsibilities will be supporting the senior team with various administrative duties and assisting clients with their requirements.
- Assist with the administration of websites, social media channels and e-marketing.
- Assist with the marketing campaigns, digital marketing and weekly/monthly reporting.
- Work closely with the team to maintain admin processes. Use of Microsoft Office applications is essential.
- Daily admin duties can include but are not limited to; answering the phone, replying to emails and enquiries, taking bookings, maintaining up to date calendars, monitoring social media, making sure instructors have the correct information, taking payments and use of booking systems.
- Assist in the opening and closing and cleaning of The Adventure Centre, and in the maintenance and proper operation of the site's security and emergency systems.
- Handling day to day office business. Supporting day to day administration and record keeping for programmes, events and activities.
- Administration of email, telephone and web communications
- Working towards organising and managing all bookings including but not limited to Stag and Hen events, Birthday events and Beach events
- Attend or assist occasional Channel Events as and when needed.
- Working at weekends is required
- Uphold the working values and expectations of the Channel Group.
- Carry out other duties relevant to the post as reasonably required.
- Work towards a range of qualifications as well as the Level 3 Events Assistant Apprenticeship Standard.

This Events Assistant Apprentice will be provided with a training programme but the role within the organisation will develop according to operational requirements and individual strengths and aspirations. This may create the need for updates to contracts, pay or terms and conditions. Whilst apprentice roles are in every sense full-time paid employment, we maintain clear focus on learning and development.

Training package includes but is not limited to:

- [Level 3 Events Assistant Standard](#)
- ITC Level 3 Award in Outdoor First Aid (16hrs)
- Managing Health and Safety in the Outdoors
- Customer Care Training
- Prevent Training
- HSQE Manual Handling Awareness
- HSQE COSHH Awareness
- HSQE Fire Safety Awareness
- HSQE Level 1 Food Safety and Hygiene
- HSQE Level 1 Safeguarding Children

There will also be additional in-house training

The Package

Contract: 13-month, Level 3 Event Assistant Apprenticeship role, with annualised hours of 37.5 per week average. Paying national minimum apprentice wage currently £3.70, to be paid in arrears on 5th of each month.

Work base: The Adventure Centre, Minehead. Occasional work offsite or at our other centres may be required.

Start date: 1st April 2019

Annual Leave: 28 days including public holidays

Sick pay: Statutory Sick Pay

Travel: £0.32 per mile for work travel in own vehicle (does not include commuting)

Expenses allowance

In-house training

Company clothing provided

Closing date for applications is 9am on Friday 22nd February, with interviews planned for Wednesday 27th February.

Further information on the Apprenticeship Standard can be found above but will be available at the point of interview. If you have any questions, please contact the team on admin@channelgroup.co.uk or on 01643 708715.