

Events Assistant Apprentice (Taunton based) Channel Group



The Channel Group requires two Events Assistant Apprentices to support the business. The apprentices will work across both Channel Events and the Channel Adventure areas of the group. Channel Events is a community interest company that runs mass participation outdoor events across the South West. These include walking, trail running, mountain biking and triathlons. Channel Adventure Ltd offers a full range of adventurous activities at centres in Taunton and Minehead.

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

The Person

You relish a challenge, love working with a diverse range of people and constantly strive to improve. You are committed to the values underpinning what we do, and you are passionate about how the outdoors changes lives. You have modern skills in ICT, communication, literacy and numeracy as well as a passion to learn and improve. You have excellent customer service skills and a naturally engaging, positive manner. You show a well-developed understanding of the place for outdoor events and also the benefits of outdoor and adventurous activities for a range of clients. A full UK driving licence and use of a vehicle that can be used for work is desirable, as well as events and/or outdoor sector experience.

The Job

A varied and vital role across all areas of the businesses

- Assisting with the preparation and running of all Channel Events. These include, but are not limited to; Mendip Murmuration, Exmoor Perambulation, Quantock Quake, Man vs Moor, Minehead Triathlon and the Dark Skies night running series.
- Assist the resourcing and delivery of high quality outdoor and adventurous activities to a range of client groups and individuals, predominantly at the COACH centre in Taunton.
- Organisation and maintenance of equipment
- Day to day administration including but not limited to; answering the phone, replying to emails and enquiries, taking bookings, maintaining records, monitoring social media, planning events and activities, use of booking systems.
- Working within the company's Safety Management System
- Supporting day to day administration and record keeping for programmes, events and activities
- Working with staff, volunteers, freelancers and subcontractors with confidence and professionalism
- Upholding the core values and driving philosophy of the companies
- Working overnight and at weekends as is required
- Maintaining good relationships with all clients as well as volunteers and marshals
- Supporting customers on events and activities to achieve their goals
- Liaising with customers as required
- Assisting with Channel's social media presence with news, photographs and video

- Assisting with Channel Events website maintenance
- Supporting staff in the development and implementation of marketing projects
- Show a developing understanding of the benefits of outdoor activities for a range of client groups
- Work towards a range of National Governing Body Awards as well as the Level 3 Events Assistant Apprenticeship Standard.

All Events Assistant Apprentices follow the same core training programme but their roles 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
 - British Canoeing Discover / Explore
 - British Canoeing Foundation Safety and Rescue Training (FSRT)
 - British Canoeing Paddle-sport Instructor Course
- There will also be additional in-house training in a range of activities

The Package

Contract: 13-month, Level 3 Outdoor 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: Predominantly the COACH centre, Taunton. However, attending all the events across South West is 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.