

Job Description

<i>Job Title:</i>	Events Assistant
<i>Department:</i>	Events <i>Reporting to:</i> Events Manager
<i>People Responsibilities:</i>	None

Main Purpose of Role:

To provide support to the events team, acting as the first point of contact for all enquiries and co-ordinating all event bookings to ensure a smooth and professional outcome for delegates, sponsors, speakers and stakeholders of all HTA events and events the HTA organise on behalf of other organisations.

Role Responsibilities:

- Acting as the first point of contact for all events enquiries, ensuring all correspondence is managed effectively, professionally and in a timely manner.
- Processing all event bookings, ensuring delegate information is complete and accurate. Processing invoices and credit notes, scan and file booking forms (adhering to GDPR guidelines) and sending written confirmation.
- Ensuring all event information is kept up to date and that all activity for each event is recorded on the relevant database.
- Assisting with sponsor liaison before the event ensuring the package that has been sold has been fulfilled.
- Assisting with exhibitor liaison before the exhibitions to make sure all exhibitors are booked and processed, and they have completed all associated documents they require to exhibit at the event.
- Assisting with facilitation of awards entries, including collating and preparing them for verification and judging.
- Assisting with event preparations including the production of badges, event documentation (which may be done by mail merge) and gathering of HTA literature and organising all materials to go to the event.
- Assisting with all team specific office administration duties such as booking meeting rooms, minute taking, events diary management, booking travel and accommodation.



- Liaising with appropriate suppliers to obtain quotes and turnaround times for design work, print costs, mailing services, AV support, analysing costs and making recommendations for the best supplier to use.
- Assisting with post-event follow up including processing feedback forms and reorganising materials and literature upon return from an event.
- Attending events as required, including event setup and breakdown and meeting, greeting and registering delegates.
- Following organisational process and procedures to ensure member expectations and agreed service level agreements are met.
- Managing and protecting member and customer information in accordance with HTA policy and General Data Protection Regulations.
- Undertaking such other duties, commensurate with the responsibilities above, as may from time to time be required by members of the HTA management team.

Person Specification

Essential Skills and Qualifications:

- Previous experience in a similar role.
- The ability to work as part of a team, support colleagues and promote excellent team spirit.
- Effective and accurate written, verbal and electronic communication skills.
- Strong administrative, organisational and time management skills.
- An eye for detail with the ability to multi-task, work well under pressure and within a small team.
- Excellent IT literacy, with demonstrable knowledge of Outlook, Word, Excel, Mail Merge.
- Educated to GCSE standard or equivalent.
- Prepared to travel for external meetings/events, which may involve overnight stays (approx 4 times a year), with a willingness to be flexible on hours if necessary.

Desirable Knowledge, Skills and Experience:

- Previous experience within the horticulture industry.
- An enthusiasm for gardens/gardening, the outdoor environment and contributing positively to it.
- Experience of working in an office environment.

Behavioural competencies:

- Drive and commitment to make things happen.
- Positive attitude and problem-solving approach.
- Strong customer focus.
- Able to effectively engage and build effective relationships.



- Collaborative team player with the confidence to work independently.
- Self-motivated and able to work under own initiative.
- Flexibility in handling various responsibilities and attending events/meetings.

HTA Core Purpose

We help our members to flourish.

HTA Mission Statement

On behalf of our members we promote, support and nurture our industry to ensure a robust and sustainable future. Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

Our Values

Collaboration

Approachable, responsive and helpful, nothing is too much trouble. Enthusiastic, self-motivated and confident with a 'can do' attitude

Integrity

Demonstrate honesty, trust, openness and respect when liaising with people. Treat everyone as an individual and be responsive to their needs.

Innovation

Keen to develop and learn new skills. Welcomes change, is flexible and can adapt and deal with various demands. Pro-active, open to new ideas and encouraging of ways to continually improve.

Influence

A good communicator who listens and is able to express themselves clearly. A professional and informed approach to our members and customers. Providing specialist knowledge leading to a fulfilling experience