



BICTON ARENA

Job Description

Job Title	Arena Assistant
Salary	TBC
Location	Bicton Arena (Clinton Devon Estates)
Hours of work	35 hours per week (Additional hours when events are running including weekends & bank holidays) additional hours to be claimed in Lieu
Responsible to	Helen West (Bicton Arena Manager) Beccy Barrett (Events & Sponsorship Co ordinator) Gemma Cooke (Arena Assistant)
Contractual Status	Temporary, Full Time
Role Summary	Working closely with Bicton Arena Team.
Key responsibilities	<ul style="list-style-type: none">• Customer Service
Main tasks and activities	<ul style="list-style-type: none">• Deliver excellent client and customer service• Deal directly with customers either by telephone, electronically or face to face• Inputting entries on to the Showman system for BS shows• Working in the show office during shows – using the showman system. Making entries, class changes, invoicing and office duties• Stable plans & arrival forms• Help to organise & manage members of the arena party• Help to plan and layout the trade stands• Prize money• Float• Catering numbers• Working as part of the stable managers team – taking bedding orders, payments & checking competitors in.• Meet & greet sponsors

	<ul style="list-style-type: none"> • Helping to run Dressage competitions • Social media posts • Communicating with volunteers • Meet & greet volunteers • Attend team meetings • Cross country signage – stringing • Working with the official photographer • Setting up dressage arenas • Build show jumping tracks with the designer • Stewarding at events
Continued Professional Development	Expect the employee to undertake available training courses and research to enhance personal knowledge, skills and experience.

Person Specification	
Experience	<ul style="list-style-type: none"> • Experience of working within a professional Equestrian environment is advantageous • Experience of working at and organising events • Demonstrate experience developing relationships • IT Skills, specifically Microsoft Word and Excel
Skills & Qualification	<ul style="list-style-type: none"> • Strong interpersonal skills and relationship management. • The ability to work on their own initiative, effectively both as an individual and as part of a team. • Excited by challenges and motivated to find solutions that work for all parties.
Key Competencies	<ul style="list-style-type: none"> • Team Work and Personal Impact • Managing customer and sponsor relationship • Planning • Adapting to change and uncertainty • Excellent communication skills • Attention to detail

Other	<ul style="list-style-type: none">• Valid UK driving licence• An understanding and commitment to equal opportunities in employment• An understanding of individual responsibility in complying with Health and Safety policies