



Receptions and Office Assistant

Want to be part of Norfolk's biggest summer event? Come and join our team! We are looking for a lively, go-getting team player to be our first point of contact in our fast paced and dynamic office.

Responsibilities

Your workload will be varied and exciting and you will work across the Association. You will be answering queries in person, email, telephone as well as meeting our many visitors and members. You will be at the heart of the Royal Norfolk Show communications assisting with all administrative actions for the show and daily business. We need someone who is willing to be flexible regarding working hours, especially in the week before and during the Royal Norfolk Show (29 & 30 June).

About us

The RNAA is one of the leading agricultural associations in the UK and exists to promote and support food, farming and countryside. With a vibrant and supportive membership, it is best known for the Royal Norfolk Show and many other industry related events and activities. Norfolk Showground Limited is our trading subsidiary and manages the RNAA's estate, Norfolk Showground, as a successful events venue.

How to Apply

To apply, please do so in writing, outlining why you feel you might be suitable for this role, including:

- an up-to-date CV
- a covering letter explaining why you are interested in this role, how your strengths and experience make you suitable for it and what you feel you could bring to the RNAA

Closing date for applications: 23rd May 2022

This is a temporary post required from May-July 2022. 5 days per week in the run up to the Royal Norfolk Show (29-30 June 2022). Rate of pay is National Living Wage.

Shortlisted candidates will be invited to first interview by Zoom/Teams, with final interviews, held face to face, in Norwich.

Applications by email to fearn.ainsworth@rnaa.org.uk or by post, marked for the confidential attention of:

Fearn Ainsworth
Norfolk Showground
Dereham Road
Norwich
NR5 0TT

The Royal Norfolk Agricultural Association is an equal opportunities employer

Job	Receptionist and Office Assistant
Reports to	Fearn Ainsworth – Commercial Development Manager
Duties and Responsibilities	<ul style="list-style-type: none"> • Provide a welcoming environment to the RNAA show ground office • Deal with daily general enquiries • Answering queries in person, on the telephone and by email • Providing any administrative support for the show • Managing post incoming and out going • Meeting members and members of the public • Assisting in show timetable preparations • Processing memberships
Skills	<ul style="list-style-type: none"> • Excellent communication skills; verbal and written. • Outstanding ability to engage with customers. • Excellent administration skills and high levels of organisation. • A good working knowledge of Microsoft Office packages. • Knowledge of the principles of delivering excellent service to clients. • Ability to liaise with people at all levels and deal with situations calmly and effectively. • Fast learner and ability to manage a busy role
Scope	5 days per week in the run-up to the Show. Shift basis either 8am -4pm or 10am -6pm dependant on requirements

Person specification

Key Competencies	Essential	Desirable
Qualifications	Maths and English at GCSE.	
Experience & Knowledge	Experience of sales and commercial activity.	Experience of planning and delivering outdoor and indoor events.
	IT competency including Microsoft Office 365 and tools is essential.	Background in commercial events/sales/business growth.
Abilities & Skills	Excellent interpersonal skills. A genuine team-player with strong listening, negotiating and persuasive skills.	Confident in engaging with people at all levels and in any situation; proven experience of building relationships
	Excellent verbal and written communication skills. Ability to manage relationships with tact and diplomacy.	
	Shows integrity, professionalism and empathy with the mission and ethos of the RNAA.	
	Awareness of Equal Opportunities.	
	Able to act as an ambassador for the RNAA and work with a wide and diverse range of stakeholders.	
	A natural ability to lead.	
Other	Willingness to undertake training and development as required.	