



## **Job Description**

### **Events & Commercial Administrator/Receptionist up to £25,000 depending on experience.**

#### **Background:**

Doncaster Knights are Yorkshire's leading rugby club. The most promoted club in the English leagues, the Knights are a professional team performing in the Championship with aspirations to move to the Premiership in the future. The Club, Doncaster RFC, boasts excellent playing, conferencing and events facilities hosting rugby matches at all levels from professional Championship rugby games to international women's games to grassroots, minis and juniors. The event facilities currently host major conferencing along with weddings and social functions. Employing over 50 full-time staff, including events staff, administrative, commercial marketing and grounds staff, we are a significant employer in the local area. We also employ many casual staff to help with matches and events.

#### **Description of post:**

We are currently seeking a highly customer focussed individual to support our event's and commercial/rugby team. With good customer service experience, a willingness to learn and a 'can do' attitude you will be joining our enthusiastic reception and events team and helping to deliver excellent events, conferencing and rugby games at Castle Park. Reporting directly to the Events Manager you will be the face of Castle Park on our reception and also assist in the delivery of events, conferencing and rugby matches across Castle Park. You will be required to deliver customer facing systems that will provide an excellent experience to all our clients.

#### **Key Responsibilities:**

- Provide support to the delivery of weddings and events, from initial planning to execution and post-event follow-up;
- Be the point of contact for ensuring expectations are exceeded at every opportunity;
- Work collaboratively and promote a positive work culture with colleagues at Castle Park;
- Support the events team in ensuring every detail of an event is meticulously planned, from venue setup to catering and guest experience.
- Maintain the highest standards of service, ensuring all weddings and events run flawlessly.
- Liaise with vendors, suppliers, and external partners to coordinate seamless logistics.
- Work closely within the events team to convert leads into confirmed bookings.

- Oversee the day-to-day operations of the reception, ensuring efficiency and organization.
- Assist with matchday preparations including parking allocation, menus, table plans, school liaison and mailshots.
- Provide assistance on new business support for the commercial team
- Maintain event records, schedules, and client documents and ensure these are up to date and well-maintained.
- Deal with external clients on the phone and at Castle Park:
- General office administration including all post, stationery ordering and inventory control;
- Work alongside the events and hospitality team on matchdays;
- Support the operations of the club shop;
- Print and display signage for all events.

## **Equal Opportunities:**

We are committed to providing a non-discriminatory and harassment free working environment for all our employees.

## **Relationships:**

The Events Administrator/Receptionist will report directly to the Events Manager and will work in close collaboration and also support, the Hospitality and Commercial teams.

## **Qualifications:**

We are looking for a dynamic, enthusiastic and individual who can support the work of our professional team. Experience in delivery of high-quality events and hospitality would be helpful but what we really need is a 'people person' who can be an integral part of our highly motivated and professional team. This is a real opportunity to leave your mark on professional sport and identify with a premiership rugby team in waiting.

Remuneration will be in the region of £25,000 and commensurate with qualifications and experience. Because of the nature of this role it is expected that the postholder will make themselves available for work as required.

## **And Finally....**

The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.