

Customer and Events Support Administrator Job Description

The Role

Job title:	Customer and Events Support Administrator
Department:	Transformation Directorate
Responsible to:	Executive Transformation Director
Location:	Royal Agricultural University Alliston Centre
Salary:	Grade 4: starting salary £24,215 per annum <u>Please note:</u> it is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them.
Term:	Permanent, full time 35 hours per week
Relationships with:	
Internally:	Transformation team (including CPD and Farm 491), Vice Chancellors Executive Group (VCEG) Vice Chancellors Advisory Group (VCAG) Professional Services and Academic Teams, Royal Agricultural University Students Union.
Externally:	UK and international Stakeholders, including current members, tenants

Purpose

Working as a member of the Executive Transformation Team the post holder will work to support the coordinated delivery of key change and strategic projects, whilst supporting the day-to-day running of the Alliston Centre, Trent Lodge and RAU Sports. This space is home to Innovation Academy and its associated activities and sits alongside the University's proposed Innovation Village @ The RAU. The role also contributes to promoting RAU's commercial and academic initiatives supporting excellent customer experience and operational efficiency across a dynamic and collaborative environment.

Key Responsibilities

1. Provide administrative and operational support to the Directorate, assisting the Transformation Director, Strategic Project Manager(s), Head of Sports and wider team in achieving their goals and objectives.

- 2.** Support Academic colleagues with planning and delivering events.
- 3.** Undertake all general reception duties at the Alliston Centre, fostering and building a rapport with members and customers, ensuring that customer service and satisfaction are consistently prioritised
- 4.** Ensure that all facilities in the Alliston Centre and Trent Lodge are maintained to a high standard
- 5.** Assist with all event booking, co-ordination and delivery including room set up and break down. Support the collection and collation of event feedback to inform an improvement strategy.
- 6.** Assist with all administrative support for RAU Sport activities, including the coordination of fixtures, competitions, and sporting events, demonstrating an understanding of sports operations and schedules.
- 7.** Be familiar with the current offerings of the teams to support commercial business growth.
- 8.** Handle all enquiries, support promotional activities and signpost enquirers to the appropriate team or resources.
- 9.** Work closely with members, tenants and guests to manage and resolve any queries that may arise.
- 10.** Develop strong working relationships with the wider University teams to support and develop operational delivery.
- 11.** Perform show-rounds for potential customers and visitors.
- 12.** Undertake such other reasonable tasks and responsibilities commensurate with the role as assigned by the line manager.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
Educated to a good standard to include A levels in English and Maths, or equivalent	E	A
Knowledge, Experience and Skills:		
Experience in a front-desk administrative role or similar	E	A/B
Highly developed interpersonal/customer service skills	E	A/B

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Previous experience of organising and delivering events	D	A/B
Experience of working in a commercially focused environment	D	A/B
Ability to prioritise competing demands, adopting a flexible, solution focused approach	E	A/B
Excellent organisation skills, applying attention to detail and ensuring deadlines are achieved	E	A/B
Experience in maintaining detailed records for reporting purposes	E	A/B
Detailed knowledge of Microsoft systems,	E	A/B
Detailed knowledge of CRM and event management packages, ability to update website information	D	A/B

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Luke Halsey, Director of Commercial Innovation (email Luke.hasley@rau.ac.uk)
- **Closing date:** 24 August 2026 with **Interviews on:** 3 September 2026
- We acknowledge receipt of all applications within two working days. If you do not receive an email from us after submitting your application, please let us know by sending a new email **without any attachments** to Human.Resources@rau.ac.uk so we can check if your application has reached us.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.
- **Please note:** it is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.