



**DWP Bid Unique Identifier**

**Job Placement title** Trainee Wedding and Events Sales Assistant

**Company name** The Wildlife Trust for Lancashire, Manchester and North Merseyside

**Job Placement summary** (Outline of the job description including key responsibilities and detail of the skills the young person will develop. Please provide as much detail as possible Please do not use bullet points)

This position will be supporting our events sales and operational management team across the trust, you will report to our Conference & Weddings Sales Executive and will assist them in responding to email enquiries and help in issuing contracts for bookings, maintaining our events booking system, liaising with the Finance Team and conducting wedding, event, and conference show arounds. This position will be based at our main reserve Brockholes but will cover events admin across the whole trust and will involve the successful candidate also visiting our other sites (Mainly Mere Sands Wood and our head office in Bamber Bridge) when needed to assist with show arounds and events.

It goes without saying that the successful candidate will be incredibly personable, enjoy dealing with the public and would be able to think on their feet and deal with on the spot questions calmly and effectively. You should also be comfortable using the telephone and computer as dealing with enquiries, will form a large part of your role.

Weekend work will be required, as well as working some early evenings to meet clients and show them around our site and to also assist in meeting brides and grooms on the day of their wedding. That said the position will mostly work 9-5 between Monday to Friday.

**Key Roles and Responsibilities**

1. To work with the on-site conference and weddings sales executive to promote LWT sites for commercial activities such as weddings, events and conferencing.
2. To respond to enquiries via both telephone and email
3. To create contracts and use our conference booking software (Training will be provided)
4. To travel to other sites when needed for show arounds and setup (Rufford & Bamber Bridge)
5. To assist in the on the day running of events such as conferences and weddings
6. To assist in the setup of rooms ready for weddings, hanging bunting, and putting decorations out etc
7. To assist in conducting wedding and conference show arounds and help in wedding meetings
8. To assist our office team on site with other administrative duties such as ordering office supplies
9. To answer our enquiries email address and forward to the relevant managers on-site

**Essential skills, experience and qualifications**

1. Customer service experience
2. Administrative experience
3. Good communication skills, both over the telephone and via email
4. Experience in conference and events sales
5. Experience at visitor attractions
6. Administrative experience
7. Full drivers licence & Access to your own transport is essential due to location of our nature reserves. (Travel expenses are reimbursed)



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**Number of hours per week** Flexible days depending on business needs between 9am – 5pm.  
Including weekends.

**Working pattern and contracted hours** (including any shift patterns) 25

**Hourly rate of pay** National Minimum Wage

## Details of employability support (training opportunities/mentor)

The trainee will, as part of their role, undertake a wrap-around 6-month programme of employability and developmental training, delivered by Charityworks – the UK non-profit sector’s talent programme with over a decade of experience supporting young people to kickstart their career to create social change. Learning together with their Kickstart peers across the charity sector, all sharing similar values and career motivations, this programme will be similar in approach to the national Charityworks scheme ([www.charity-works.co.uk](http://www.charity-works.co.uk)).

It will comprise a range of onboarding support, skills sessions aimed at developing employability, national conferences, group workshops, peer coaching and practical toolkits all delivered through the Charityworks Digital Learning Platform. Charityworks are currently exploring the possibility for the Kickstart Learning Programme to be an endorsed ILM (Institute of Leadership & Management) opportunity, and for them to be able to offer in real life delivery as and when government restrictions allow.

Closing date for applications

Using the table on the next page please provide details for each Job Placement by location.



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Employer Job Placement reference (where applicable) 12 Characters Max	Job Placement location and address (including post code)	Contact details for the Job Placement Name (required) Email address (required) Telephone (optional)	How to apply for the Job Placement	Number of Job Placements at location	Maximum number of referrals per Job Placement	Is public transport available? Yes/ No/ Don't know	Anticipated start date/s (if known)
	Brockholes Nature Reserve, Preston, PR5 0AG	Ed Bailey <a href="mailto:ebailey@lancswt.org.uk">ebailey@lancswt.org.uk</a>	You will need to fill in an application form and return it by email to the contact(s) listed on the relevant job description. You can download an application form <a href="#">here</a>	1		Yes but some walking required	May 2021