



Seeking a highly motivated and organised professional to join our event team as
Office Administrator / Customer Service

About us:

With over 60 years combined experience, our festival & events team have the know how, flair and skill to deliver events to remember. We are trail-blazing creators of dynamic & immersive events, spaces and installations. We design and deliver impactful brand activations on behalf of a range of exclusive clients and have developed our own range of seasonal regional events.

What we do:

We offer a wide range of events solutions:

- Full Events & Festival Management and Production
- White label Production Support into Event, Media and Creative Agencies
- Design & Build Services for Experiential and Brand Activation Events
- Seasonal in-house events programme
- Event Furniture Hire

Put simply, we use our vast industry knowledge and our team's expertise to create the best event solutions for our clients. We boast an exciting portfolio of prestigious clients in Cheltenham and beyond, plus our own in-house promoted events.

What do we want?

We are looking for a passionate, hard-working event professional to work as a Customer Service Assistant and make this new role their own and help take our seasonal Winter Glow event, event production, furniture hire and execution to the next level. With your ability to plan, organise and prioritise workloads, you will ensure the timely fulfilment through your excellent communication and listening skills of all customer service enquiries and support and assist the team to help out across all areas of the business.

About the role:

You will be working as part of the team at our HQ in Cheltenham, Gloucestershire. Located in the village of Benthams, our facilities include: offices, meeting rooms, workshop, outdoor working spaces, and an old orchard and paddock for that lunchtime walk or thinking space. This role will report directly to the Commercial Director.

Duties will include, but are not exclusive to:

- Managing & maintaining general and sales enquiries received in the office across all areas of the business both via email and phone.

- Dealing with customer/ticket enquiries to support the Winter Glow event.
- Managing the back office of our digital ticketing platform.
- Supporting with quoting to clients and negotiating with suppliers, chasing invoices, logistics to support delivery.
- Maintaining an up to date record of budgets for client work and event pre production.
- General business administration – creation of paper work, documentation, event passes, databases.
- Assisting the sales team with administration such as templated documents.
- Occasional assistance to the Production Manager and Co-ordinators on event sites.
- Assisting our Digital Marketing Manager with creation of social media content, scheduling and support with Mailchimp planning and execution.
- Finance admin to include sending invoices and reconciling receipts.

About you:

Ideally you will have a minimum of 1 years experience within the events / customer service industry.

- You'll hit the ground running, not afraid to answer the phone from day one, making us smile in a busy office as we deal with lots of new leads and events and happy customers. Highly driven, you'll love being organised, keeping us organised, and assisting on all levels of the business.
- Ideally you will have knowledge of the events / festivals / brand activation / corporate event markets. (But not essential)
- You will have amazing communication and organisational skills.
- You will be able to use a Mac to a high standard, including word, excel and PowerPoint.
- Knowledge of Xero would be desirable but not essential.
- You will have a good sense of humour and not afraid to roll your sleeves up and muck in
- You will have a strong work ethic and can work well independently and within a team
- Excellent attention to detail and ability to follow through tasks to completion.
- Take responsibility and accountability for the ownership of tasks.
- Good time management skills.
- You will be honest, come with a positive attitude, and plenty of initiative.
- You must be prepared to help out in all areas of the business where needed.

The Important bit:

Location: Based in our office in Cheltenham, Gloucestershire. (also on location at events where necessary, and will involve some evening and weekend hours, especially around our Winter events).

Contract: Full time, 40 hours / week. (6 month initial probationary period).

(Hours could be flexible to suit, child care needs / school runs)

Start Date – (September 2025 - Flexible for the right candidate).

Salary: £19,000 - £22,000 (dependant on experience).

CPD: Opportunities for personal development

(Plus 28 days holiday and pension)

Dates: Applications to be received by 5pm on Friday 15th August
(We may appoint early if a good candidate is found)

Please send CV, a covering letter detailing why you think you are suitable for this role and two references** by email to jobs@tarrenproduction.co.uk

Please put your name and "Office Administrator" in the subject field

www.tarrenproduction.co.uk 01242 806778

** all references will be taken at interview stage, please notify us if any are sensitive.