

Events Administration Apprentice

Service:
Communications and Culture

Salary:
£25,948

Location:
Blackdown House, Honiton

Position type:
Fixed Term, Apprentice

Working pattern:
Full-time, 37 hours

Closing date:
22 November 2026

Interview date:
Week of 30 November 2026

Job reference:
AP10158F

disability confident EMPLOYER

MINDFUL EMPLOYER

For a different format or language phone 01404 515616 or email jobs@eastdevon.gov.uk

Events Administration Apprentice

£25,948.89

Fixed term – Apprenticeship (21 months)
Full time, 37 hours per week
Location – Based in Honiton with travel throughout East Devon

About the role

East Devon District Council is seeking an Events Administration Apprentice to join our busy Events Team. This is an exciting opportunity to gain valuable workplace experience while supporting the delivery of a diverse programme of events, weddings and filming activities across some of East Devon's most beautiful locations.

You'll work alongside experienced professionals, developing skills in administration, customer service, event planning, marketing and stakeholder engagement while helping to create memorable experiences for residents and visitors.

The role ensures the effective administration of all the Events team's processes, promotion and safe operation of events, weddings and filming activities while maximising income and delivering excellent customer service

About you

We're looking for someone who is eager to learn, highly organised and passionate about delivering excellent customer service. You will have the confidence to communicate with people through various channels, and at all different levels of business. As some weddings and events take place out of hours, you would need to have a willingness to work occasional evenings and weekends when required.

It would be beneficial if you have a full driving licence and access to a vehicle. Previously experience in events, administration, sales or marketing would be beneficial, but it is not essential, as full training will be provided.

You will need GCSEs at grade 4/C or above in English and mathematics, or an equivalent qualification or experience. A good level of digital confidence is important, including the ability to use Microsoft Word, Excel, email, the internet and social media. You should also be adaptable, respectful and open to new ideas, with a genuine interest in building effective working relationships and delivering a helpful service.

Why Join Us?

At East Devon District Council, our people are at the heart of everything we do. Through our **One Team East Devon** approach, we work together across services to deliver the best outcomes for our communities.

Guided by our **We Connect, Grow, Thrive** employee offer, we're committed to creating a workplace where people feel connected, supported to develop, and able to thrive. With a strong focus on wellbeing, flexibility, inclusion and learning, this is an exciting time to join us and help shape the future of local government in Devon.

What We Offer

- Competitive salary and Local Government Pension Scheme
- Flexible and hybrid working opportunities
- Generous annual leave entitlement
- Learning and development opportunities
- Health and wellbeing support
- A supportive and inclusive working environment

For more about working for East Devon District Council, visit
https://eastdevon.gov.uk/careers/working-at-eddc/

For an informal discussion, please contact Caitlin Davey, Events Manager on 07974218134 or email caitlin.davey@eastdevon.gov.uk

Closing date: Sunday 22 November 2026 at midnight.
Interviews will be held during week commencing **30 November 2026**

To apply online, please visit Events Administration Apprentice – Find an apprenticeship – GOV.UK

JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Post title and number:	Events Administration Apprentice
Service:	Communications, Culture & Marketing
Team:	Events
Grade:	Apprentice Grade 1
Responsible to:	Events Manager
Responsible for:	None

Our guiding principles and values

Our guiding principles and values underpin everything we do. They set out how we will go about our day to day work. We will:

- promote equal access and inclusivity
- consult and engage with our communities
- promote the health and well-being of our residents and colleagues
- deliver quality, accessible services – a great service, first time and every time
- be open, clear and transparent
- treat others and their opinions with respect at all times
- work towards reducing our carbon footprint and enhancing our environment operate as one council team

Service purpose:

The Culture and Events service facilitates, promotes and celebrates a thriving events and arts provision across the district. The service manages two high quality arts venues (the Thelma Hulbert Gallery and Manor Pavilion Theatre) as well as delivering the Culture Strategy which encourages artist development and arts engagement across the district. The Events Team is responsible for facilitating and supporting all Events that take place on council land, including weddings in Connaught Gardens and taking an active part in the Safety Advisory Group in partnership with emergency services and other local partners. The service is responsible for generating income from discretionary services and promotes East Devon to residents and visitors alike to encourage economic growth.

Job purpose:

To support the delivery of a diverse events programme that enhances East Devon's public spaces, promotes community wellbeing and strengthens the visitor economy. The role ensures the effective administration, promotion and safe operation of events, weddings and filming activities while maximising income and delivering excellent customer service.

Core accountabilities:

1. Administer the Events team's processes, ensuring that all booking & admin processes are followed by the team. This includes:
    - Processing applications & documentation,
    - Undertaking appropriate consultation and liaison with elected members, colleagues, services and event organisers
    - Dealing with and processing initial enquiries efficiently,
    - Managing customer expectations through clear communication
    - Arranging meetings, minutes and recordings
    - Ensuring safe delivery of the teams functions
    - Collection / recording of income and expenditure
    - Recording data
    - Maximising EDDC revenue

2. Administer the wedding process. This includes dealing with and processing enquiries, managing expectations, conducting wedding walkarounds, attending weddings and supporting the venue manager on the day of the wedding.

3. Support the marketing of East Devon District Council's event spaces, support the development of new events and filming opportunities in partnership with event organisers and Council services.

4. Support and administer requirements of marketing our public realm open spaces as events spaces, filming spaces and wedding venues via social media and specific campaigns, produce and distribute targeted marketing campaign. Update all aspects of online and offline media, including webpages, e- newsletters, Facebook and Instagram accounts, to promote

forthcoming events and publicise the success of those which have taken place.

5. Support the implementation of our new systems ensuring all relevant information and documentation is up to date and correct; and co-ordinate input from officers across the Council, Members, Portfolio Holders and other stakeholders as required.

6. Review all health and safety paperwork relating to third party hire, staying up to date with legislation to ensure events are safely run. This includes supporting the implementation of Martyn's Law.

7. Arrange and attend event planning meetings as required and liaise with the site operations teams to ensure resourcing requirements can be met (such as erection of fencing, site cleansing etc.).

8. Collate and benchmark fees & charges from other Authorities to support the production of the fees & charges. Administer the invoicing process for all events, filming and weddings on East Devon land, ensuring activities invoices are raised before the event takes place and all bills are settled in terms of remediation.

9. Support the wider Communications, Culture & Tourism teams by liaising with them on events/filming opportunities that are taking place. Attend the Culture and tourism meetings to provide updates and share skills with colleagues on the events teams upcoming projects.

10. Support the delivery of an annual events programme on Council owned land aimed at enhancing our visitor experience, supporting the health and wellbeing of the local community and maximising and generating income. Including Sidmouth Folk Festival Traders, ACED and Engagement events. Assist in the organisation and delivery of other council-run events when required.

11. Willing to work outside normal working hours, in all weathers, when necessary to deliver the teams functions.

12. Make sure that Events Team offers a customer focused service using systems thinking principles.

13. Support the Council's approach to equalities and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.

14. Take personal responsibility for the relevant aspects of the Council's Health and Safety Policy.

15. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.

16. Evaluate and assist in managing risk within the service.

PERSON SPECIFICATION – Events Apprentice

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	▪ GCSE's grade C / 4 or above in Mathematics and English or equivalent qualification / experience	E	Application form
Knowledge	▪ Knowledge of Microsoft Office packages such as Word, Excel and Outlook	E	Application form/interview/test
	▪ Knowledge of social media including Facebook & Instagram	E	Application form/interview/test
Skills and abilities	▪ Able to communicate confidently and clearly in person, via telephone and in writing, with strong accuracy and attention to detail	E	Application form/interview
	▪ Good numerical skills, able to deal with financial information.	E	Application form/interview
	▪ Able to follow instruction and processes set by managers and colleagues.	E	Application form/interview
	▪ Able to work on multiple tasks and projects at the same time.	E	Application form/interview
	▪ Able to learn to priorities own workload and work to deadlines.	E	Application form/interview/test
	▪ Able to work with sensitive and/or confidential information.	E	Application form/interview
EDDC behaviours	▪ Communicate relevant information regularly and effectively, summarising complex information to make it understandable and checking for understanding	E	Interview
	▪ Takes the time to build effective relationships with customers, stakeholders, colleagues and partners	E	Interview
	▪ Encourages working together for the benefit of customers sharing skills and knowledge, and	E	Interview

	encouraging and supporting others in applying their ideas to work – helping others to help themselves ▪ Responsiveness: Acting promptly and effectively to requests, feedback or issues ▪ You are driven to achieve results ▪ You are open to new ideas and suggestions and speak up when you see a better way	 E E E	 Interview Interview Interview
Successful experience in	▪ Experience of delivering customer service and dealing with the public ▪ Experience of working in events, administration, sales or marketing	E D	Application form Application form
Special requirements & employee screening checks required for successful applicant	▪ A valid driving license and own car would be adventitious (reasonable adjustments may be possible according to the Equality Act). ▪ Willingness to work out of hours and at weekends when events and weddings require ▪ Right to work in the UK ▪ Check of qualifications essential to the Job ▪ References ▪ Basic Disclosure Certificate	D E E E E E	Interview/ driving licence check Application form Identity Check Original Certificates Reference enquiries Criminal Record Check

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

JOB TITLE: Events Apprentice
SERVICE: Communications, Culture & Marketing

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	**Seldom or never**	**Level 4**	**Regular (2-3 times per week)**
Level 2	**Occasionally (once a month)**	**Level 5**	**Daily**
Level 3	**Fairly regularly (1 per week)**		

Potential Risks / Hazards / Exposures	Level of Frequency
Computer Use	**5**
Driving (Car)	**3**
Driving (HGV / LGV)	**0**
Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)	**0**
Prolonged sitting / standing	**5**
Exertion (other than lifting)	**3**
Lifting	**3**
Manual handling / repetitive movement (bending, twisting, reaching)	**3**
Customer contact / Working with the public	**5**
Face to face contact with abusive customers	**2**
Lone working	**4**
[1]Night working (3 hours or more between 11pm and 6am)	**1**
Shift working (rotational)	**2**
Use of chemical and/or skin irritants	**1**
[2]Head phone use / auditory performance / noise	**1**
[3]Hand arm and/or use of machinery vibration / noise	**1**
Outside working / inclement weather / sun	**4**
Working at height: ▪ short durations (step ladders / other access equipment) ▪ roofs / scaffolds / mobile elevating work platforms	**1**
Working in confined spaces	**1**
Bodily fluids	**1**
Infectious diseases	**1**
Asbestos	**1**
[4]Dust / fumes / vapours	**1**
Working with animals	**1**
Other – Specify	

The document was completed/reviewed by Events Manager in September 2026

[1] Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review)

[2] Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer)

[3] Any post identified in levels 2-5 will require a hand arm vibration screening test

[4] Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health)