

# EDENBRIDGE & OXTED

AGRICULTURAL SHOW

*Celebrating the country way of life since 1837*



## **Job Description – Office Assistant Fixed Term Contract, Summer 2026**

### **Summary**

The Edenbridge & Oxted Agricultural Show is a long-established, 2-day public event that brings together the farming community and the public in a celebration of food, farming and countryside life. Both a registered charity and a limited company, the **Office Assistant** plays a key role in the smooth running of its office, its customer service and administration.

The Office Assistant reports directly to the Show Director and Show Chairman.

Contract role (29<sup>th</sup> June 2026 to 4<sup>th</sup> September 2026), full-time position. Standard hours 9am to 5pm Monday to Friday. Based at Show Office (rural location outside Edenbridge) and at Ardenrun Showground, RH7 6LL. Requirement to work over the bank holiday weekend of 29<sup>th</sup> – 31<sup>st</sup> August inclusive.

### **Responsibilities and duties**

- Assist members and sponsors with requests for guest tickets and new subscriptions. Process payments and maintain accurate records.
- Collate badge packs and fulfil mailing.
- Answer telephone to manage enquiries from general public, competitors and trade stands etc. Forwarding and fielding calls politely and efficiently.
- Processing telephone ticket orders and carer ticket requests.
- Maintaining an organised inbox system, managing and monitoring email inboxes and replying to correspondence in a timely manner.
- Assisting livestock, equestrian and horticulture competitors with entries online and processing paper entry forms received. Reconciliation with online systems and processing payments with care.
- Contacting trade stands to ensure up-to-date compliance information is received and that online bookings and payments are in order.
- Mail merges and packing of competition items (rosettes, judge's books, relevant paperwork).
- Obtaining and collating notes for commentators from judges, sponsors and competitors.
- Creating and managing packing sheets for posted competitor tickets and passes.
- Writing and collating information for Show Guide and Catalogue.
- General day to day assistance to other office staff
- Maintaining a tidy, organised, calm office environment
- Working in a face to face public role throughout the show in the site office.
- Maintain data security in accordance with Privacy Policy and system protocols.

### **Qualifications and skills**

- Knowledge of livestock and/or equestrian competition (not essential but preferable).

- Excellent written and verbal communication. An unfailingly polite telephone manner, while being firm but fair is essential. Good organisation, spelling, grammar and attention to detail.
- Competent IT skills including proficient use of Microsoft Office Suite particularly for mailings, spreadsheet management. Able to learn new software quickly.
- Educated to A Level, equivalent or higher.
- Able to work as part of team and to take instruction but also confident and capable of working independently, using own initiative for problem solving.
- Previous experience in a customer service role is important, along with the ability to work calmly under pressure and to tight deadlines with competing priorities.
- Due to hours of work and rural locations without public transport, it is essential that this person has their own means of travel to and from work.

### **Pay & benefits**

Basic pay of £13.00 per hour (35 hour week Monday to Friday). Additional hours potentially available (at standard rate), and requirement to work long hours over the bank holiday weekend 29<sup>th</sup> – 31<sup>st</sup> August inclusive.

Holiday or pay in lieu pro rata.

Please note that the nature of this role means that periods of holiday beyond two consecutive days cannot be authorised.

**To apply, send CV and covering letter to [showdirector@edenbridge-show.co.uk](mailto:showdirector@edenbridge-show.co.uk)**

Closing date for applications Tuesday 5<sup>th</sup> May. Interviews week commencing 11<sup>th</sup> May.