



Job Description

Job Title: Operations Assistant - Estates & Event Delivery
Reports to: Head of Operations
Location: Regatta Headquarters, Henley-on-Thames with extensive on-site work
Contract: Full time, permanent (extended hours and some weekend working required in May, June and July).
Team: Operations Department, a team of 3

Role Purpose

This is a practical, hands-on role supporting the Operations Department in delivering the annual Regatta and managing the day-to-day running of our riverside estate. Working alongside the Head of Operations and Operations Manager, the Operations Assistant will help oversee our land, buildings, and infrastructure throughout the year, as well as playing an active role on site during the event build, Regatta, and de-rig periods.

The role is not solely desk based, it requires an amount of time on an event site covering a wide variety of tasks, from contractor coordination, routine procurement, and special project work through to on-site logistics and event accreditation.

Background

Henley Royal Regatta, a membership organisation organises and stages an annual international rowing regatta on the River Thames, welcoming hundreds of thousands of visitors alongside extensive spectator, retail, and hospitality facilities.

Alongside staging the event, the Regatta runs a year-round operation, owning and managing a small rural estate including residential and commercial property, as well as significant event infrastructure such as a large portfolio of tentage, event equipment and various marine and plant assets.

The department regularly oversees capital and maintenance projects, with recent highlights including major investment in tentage, boat and barge maintenance, riverbank restoration works and building refurbishment.

Main Duties & Responsibilities

Year-Round Estate Management

- Assist with overseeing the day-to-day management of Regatta property, land, and buildings.
- Help deliver ad-hoc building maintenance and capital projects.
- Liaise with and oversee contractors including arranging site access.

Regatta Build, Event Delivery & De-Rig

- Work actively on site during the setup from late spring, the live Regatta, and the site breakdown.
- Take responsibility for site operations at Fawley Meadows, including the contractor camping compound, glamping area, and sold moorings.
- Coordinate contractor delivery schedules, site traffic, supplier logistics, and parking requirements.

Procurement, Logistics & Administration

- Research, tender and manage certain annual contracts and routine ordering, including waste, signage, furniture and consumables.
- Assist with budgeting, invoice processing and re-charge management.
- Coordinate, manage and deliver accreditation for all staff, contractors and volunteers using an online portal. As owner of the system, you will support other accreditation portal users where necessary. This will include pass design and distribution before and during the event.
- Attend contractor meetings, keep accurate minutes, and track action lists to completion.

Health & Safety

- Assist with Health & Safety administration, ensuring contractor risk assessments, method statements, and insurance certificates are collected and reviewed ahead of site work starting.
- An understanding of the Construction (Design and Management) Regulations 2015 and how a site operates under CDM, with the confidence to monitor day-to-day compliance and raise any concerns.

Candidate Profile

Skills & Experience

- Practical experience in operations, gained in estate or facilities management, events, construction logistics, outdoor hospitality or another relevant industry.
- A practical thinker and problem solver who enjoys being active on site and is not shy of putting their hand to any job when needed.
- Comfortable working outdoors in all weathers and with a range of personnel and contractors
- Confident communicator, comfortable working with contractors, suppliers and site teams in a busy, practical environment.
- Organised, able to manage and prioritise a busy workload and deliver to a high standard under pressure.
- Comfortable with numbers: supplier quotes, purchase orders, invoices and tracking spend in Excel.
- Confident with Microsoft 365, especially Excel, and quick to learn new systems such as CAD and accreditation platforms.

Personal Attributes

- Cool and calm under pressure, especially during busy event periods.
- Firm but fair when dealing with contractors, able to get the best out of people on site.
- Confident in their abilities, with the good sense to ask for guidance or escalate issues when appropriate.
- Self-motivated and happy working independently as well as part of a small, close-knit team of 3.

Desirable

- Full UK driving licence.
- Basic understanding of Health & Safety or practical site compliance (e.g. IOSH Working Safely, SSSTS, CSCS card, or experience reviewing RAMS).
- Experience of accreditation, ticketing or credentialing systems at events.

Note

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.