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| **Job Title:** | Event Sales Coordinator |
| **Department:** | Commercial |
| **Reports to:** | Commercial Manager |
| **Responsible for:** | n/a |
| **Location:** | Taunton |
| **Contract:** | Permanent |
| **Hours:** | Minimum 40 hours per week to include weekends, evenings and bank holidays when necessary |
| **Main Purpose of Job:**  To support with event sales and the delivery process whilst actively generation event business to hit budgets | |
| **Main Responsibilities:**   |  | | --- | | * Build rapport with prospective clients * Plan and conduct site show-rounds with prospective clients * Establish the booking requirements of prospective clients and quote accurately in a timely fashion * Keep the Meeting and Event booking system updated with all the relevant details including accurate guest numbers/menu and room choices. * Respond to emails, telephone and face to face requests providing a personalised service to every individual * Clear and concise communication with all departments to ensure the whole team operate simultaneously and have a good understanding of each event requirements * Full hand-over to the operational team before the event * Manage (with support) the events/hospitality enquiries and build client base through these * Send out hospitality packs to clients (two weeks prior to matchday) * Send out event reminders and post event feedback forms * Adhere to our event and hospitality T&Cs * Ensure signed confirmation and deposits are received * Manage events (with support) from start to completion * Writing detailed proposals * Attend networking events to sell the venue/hospitality * Attend trade show with the team to sell events and hospitality * Identify which personal assistants we should be talking to and selling them events/hospitality * Arrange open days to sell hospitality/events * Welcome hospitality and event clients * Support with and attend Leg Before Wicket events * To ensure the Club’s equity, diversity and inclusion policy and standards are always upheld and always abide by the Club’s code of conduct * To ensure the Club’s safeguarding policies and procedures are adhered to at all times including adherence to the staff code of conduct and consistently advocating the safeguarding of children, young people and adults at risk at all times. Appropriate consideration must be given to safeguarding in all activities and decisions which are undertaken. * Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked. | | This job description is only a summary of the role as it currently exists and is not exhaustive. The responsibilities and accountabilities might differ from those outlined and other duties, as assigned, might be part of the job. | | |
| **Knowledge, skills and experience required:**  **Essential**   * A relevant qualification in events management * Demonstrable experience of event coordination * Sales experience * Demonstrable customer service experience * Experience in working with various stakeholders * Proficiency in Microsoft Office suite and other IT systems * Strong communication skills * Full driving license   **Personal attributes**   * Precise attention to detail * Highly organised with the ability to co-ordinate several projects at once * Resourceful and resilient to overcome setbacks whilst remaining positive * Keen to learn and develop * Passionate about customer care * Builds excellent working relationships and rapport with all stakeholders * Enjoys working in a team environment * Is able to work on own initiative * Punctual * Thrives in a fast-paced environment | |
| **Key contacts in the business:**  **Internal:** Commercial Director, Baxter Storey, Director of Cricket, Club and Cricket Operations Administrator, Commercial Team  **External:** Clients, Sponsors, Members, Hospitality Clients, Event Agencies | |
| **Equal Opportunities and Inclusivity Statement**  Somerset County Cricket Club endorses the principles of equality and equity and strives to ensure everyone involved with the Club has a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, to give of their best and be assured of an environment in which their rights, dignity and individual worth are respected. Everyone is responsible for creating an inclusive working environment and we expect all colleagues, partners customers and suppliers to abide by our equality, diversity and inclusion policies and procedures.  The Club ensures all existing and potential employees receive equal consideration during the recruitment process and beyond, and is committed to the elimination of unlawful or unfair discrimination of any kind and in particular on the grounds of sex, race, disability, sexual orientation, marriage and civil partnership, gender reassignment, religion or belief, pregnancy and maternity, and age. | |
| **Safeguarding Statement**  Somerset County Cricket Club is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff and volunteers to share this commitment. It is everyone’s responsibility to keep vulnerable people safe.  As part of our safer recruitment process all relevant roles are subject to an enhanced or standard DBS check as appropriate, and two satisfactory references. We also require every staff member to undergo safeguarding training appropriate to their role.  We encourage an open, welcoming environment where everyone should feel safe to express any concerns. We have a range of policies and procedures in place which promote safeguarding and safer working practice across all that we do. | |
| **Prepared by:**  Name:  Date: | |