

<b>JOB TITLE:</b>	Events Sales Co-ordinator
<b>HOURS:</b>	Full time – 37.5 hours per week including evening and weekend working.
<b>PAY BANDING:</b>	
<b>TERMS:</b>	Permanent
<b>REPORTING TO:</b>	Sales Manager
<b>RESPONSIBLE FOR:</b>	N/A

## ROLE PURPOSE

Working alongside the Sales Manager, you will be focused on achieving our events and Work Point income targets, liaising with customers, colleagues and contractors to plan and execute outstanding activity (across corporate and private event hires, conference and banqueting, profile-raising activity, and cultural initiatives). This role will also be responsible for developing and building relationships as well as delivering events with new and existing customers whilst determining the most cost-effective packages for event organisers.

This position plays a key part in securing and delivering a range of income-generating events activities and is part of the wider Events team. This role is both central to the delivery of events activity and to achieve our income goals.

## KEY RESPONSIBILITIES

### Securing of Events Activity

To provide support to the Sales Manager as follows:

- Alongside the Sales Manager, to convert leads into bookings – maximising revenue and profitability from opportunities around events
- Ensure that event details are accurately recorded – including dates, resources, financial, logistical requests, customer contacts details and quotes on operational systems.
- Providing technical information about our offer to customers and advising on layout and services.
- Ensuring that plans are effectively communicated both internally and externally
- Produce written quotations and contracts in line with SOP guidelines.
- Ensure that payments are made in line with the Financial Regulations.
- Work alongside the Sales Manager to proactively promote our offer and activity.
- To deliver the Sales and Revenue targets set.
- To deputise for the Sales Manager where necessary.

### Event Delivery:

- To arrange for the provision of catering and refreshments from our nominated supplier.
- Liaise with contractors, security and cleaners to ensure third parties are fully briefed on requirements.
- Ensuring that events are planned and serviced to optimum levels with exceptional attention to detail.

- To oversee supervision of events activity when required
- To prepare spaces across Millennium Point’s venue portfolio ahead of events and bookings when required
- To source equipment and liaise with third party suppliers where necessary.
- To liaise with the organiser/client in the planning of their activity (including show arounds, contract creation, layouts, etc.)
- To work with the in-house technical team in the planning of activity.

#### Health and Safety Responsibilities

- To take the lead on considerations around health and safety (under the supervision of the Sales Manager and the Health and Safety Manager) for events – ensuring everything is documented and carried out (risk assessments, method statements etc.).
- Operate events activities within legislative requirements around licensing and hygiene considerations.

#### Offer Improvement

- Continuously improving systems and processes to support business development and needs.
- Working to enhance the offer by identifying improvements that create cost and operational efficiencies and deliver excellent customer service.
- Support implementation of projects taking the lead on aspects or projects where directed.

#### Business Development

- Respond to all matters to support growth and exceed targets (enquiries, customer needs etc.).
- Under the direction of the Sales Manager, create new revenue opportunities and partnership working.

#### GDPR

- The post-holder will be responsible for ensuring all Events related activities (including the selling of Events space) are GDPR compliant as governed by the GDPR

#### Financial

- Ensure compliance with all Finance Regulations and processes as directed by the Finance Director.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> <li>→ Degree or equivalent in either business/marketing/administrative/events/leisure</li> <li>→ Qualifications in key areas (event logistics and planning, health and safety, food hygiene)</li> <li>→ Excellent standard of written and spoken English</li> </ul>	<ul style="list-style-type: none"> <li>→ Experience of holding a personal licence and understanding of the component responsibilities</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>→ Recent experience in a comparable sector or industry, ideally events, conference and banqueting.</li> <li>→ Experience of live event management and coordination.</li> <li>→ Demonstrable experience of planning and supervising activities and managing customer expectations</li> <li>→ Experience of planning complex projects that support engagement, experiences and events</li> </ul>	<ul style="list-style-type: none"> <li>→ Experience of using bespoke planning software to create plans and maps</li> </ul>
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> <li>→ Ability to think creatively and help shape strategy and planning</li> <li>→ Excellent customer service skills</li> <li>→ Able to trouble shoot and resolve problems</li> <li>→ Excellent IT skills – including Word, Excel and PowerPoint</li> </ul>	

COMPETENCY	REQUIRED BEHAVIOUR
<b>LEADERSHIP</b>	
STRATEGIC VISION	<ul style="list-style-type: none"> <li>• Knowledgeable of Millennium Point vision, strategy, and direction across all areas and ability to relate this to own portfolio of activities</li> </ul>
LEADING & INFLUENCING	<ul style="list-style-type: none"> <li>• Inspires staff and business contacts to engage fully with the long-term vision and purpose of Millennium Point</li> <li>• Actively promotes Millennium Point’s reputation externally and internally – publicises successes widely</li> </ul>
CONTEXTUAL ASUTENESS	<ul style="list-style-type: none"> <li>• Understands the underlying social, political and historical factors influencing Millennium Point and uses this understanding to achieve required aims.</li> <li>• Knows who the key influencers are and how to go about involving them to shape activities and deliver results across the organisation.</li> <li>• Understands the formal and informal mechanisms and relationships that make up the decision making process of the organisation.</li> <li>• Identifies the relevant interest groups, networks and groupings</li> </ul>
<b>MANAGEMENT</b>	
DELIVERING RESULTS	<ul style="list-style-type: none"> <li>• Develops contingency plans to address unexpected developments – adjusts quickly when things change and takes prompt corrective action when things begin to divert from plan</li> <li>• Consistently delivers on time and to standard</li> </ul>
MANAGING PERFORMANCE	<ul style="list-style-type: none"> <li>• Regarded by others as an effective role model for performance, continuous learning and self-development.</li> </ul>
<b>PERSONAL DELIVERY</b>	
COMMUNICATION	<ul style="list-style-type: none"> <li>• Consistently communicates effectively with individuals at all levels from both within and outside of Millennium Point</li> <li>• Communicates with confidence, credibility, and tact at all times</li> </ul>
RELATIONSHIPS	<ul style="list-style-type: none"> <li>• Encourages inter and intra-organisational collaboration</li> <li>• Builds and maintains effective relationships to optimise success</li> <li>• Actively promotes knowledge sharing across the organisation</li> </ul>
CUSTOMER FOCUS	<ul style="list-style-type: none"> <li>• Displays a strong commitment to making service performance improvements</li> <li>• High-level awareness of the needs of internal and external customers</li> <li>• Outstanding internal and external customer service skills</li> </ul>
DECISION MAKING	<ul style="list-style-type: none"> <li>• Handles complexity and identifies the heart of problems to create clarity and act decisively</li> <li>• Combines a range of business information to identify key issues and risks</li> <li>• Recognises when decisions can be taken and when they need to be deferred to a higher level</li> </ul>
<b>SELF-MANAGEMENT</b>	
SELF-AWARENESS	<ul style="list-style-type: none"> <li>• Understands the likely implications and impact of emotions and actions, both on self and others in a range of situations.</li> <li>• Is aware of own personal strengths and development needs</li> <li>• Learns from experiences and takes action to modify own behaviour</li> <li>• Accepts constructive criticism</li> <li>• Is open to change</li> </ul>

SELF-CONFIDENCE

- Acts with confidence and self-assurance
- Takes on stretching challenges that others may back away from
- Prepared to challenge the status quo and others in positions of power in pursuit of a specific goal

INTEGRITY

- Demonstrates a sense of commitment to openness, honesty, inclusiveness, loyalty and high standards
- Ensures confidentiality is maintained at all times

ADAPTABILITY / FLEXIBILITY

- Actively seeks out new ways of doing things in pursuit of continuous improvement
- Embraces and promotes new approaches when appropriate
- Shows willingness to lead and implement change as the organisation evolves
- Shows tolerance for ambiguity and unstructured situations
- Changes plans, goals, actions and priorities to deal with unpredictable or unexpected events, pressures, situations and job demands

SELF-CONTROL

- Manages own responses and reactions carefully when faced with demanding situations.
- Remains objective and stable