

BG (Lincoln) Ltd
JOB DESCRIPTION

Title: Sales Coordinator – Conference and Events
Hours: Full Time - 37 hours per week
Salary: £16000 - £17500
Reporting to: Business Development Manager

Job Summary

Working alongside the Business Development Manager and in very close liaison with the Conference Support Team the post holder will be pivotal in bringing together all the different strands, from enquiry through to service delivery, to ensure delivery of a great experience for all guests. As well as direct customer contact, an essential part of the role will be developing relationships with a variety of partners and service providers both internal and external to the University to ensure the smooth running of operations. It is essential that the post holder is self-driven and dynamic as the workload will be both varied and challenging.

While the role will be based around traditional office hours the post holder should expect to be flexible to support projects and key events. This is likely to involve some evening and weekend work.

Key Tasks

- To be the front line contact point for new and existing customers.
- To communicate with new and existing customers in a variety of ways; verbally, in written form and through media channels.
- To greet new and existing customers in a professional manner and show them the facilities on site.
- Responsible for organising and synchronising the activities of the department.
- To develop relationships with internal and external partners, suppliers and service providers. Working collaboratively with all necessary parties to meet the customer expectation for scheduled events.
- To provide support to the Business Development Manager, converting client enquiries through to sales in a professional and profitable manner.
- To work alongside the Business Development Manager and other team members to ensure each booking is delivered to the expected standard.

- To work alongside the Administration Team to ensure accuracy of information within the customer management systems, ensure updates and changes are input into the matrix and notify all relevant parties in an effective and timely manner.
- To be involved in the planning, development and implementation of projects which will require time management skills and management of inter personal relationships.
- Attend appropriate training and staff development sessions, and participate in an annual performance review process.
- Comply with the University and the BG (Lincoln) Ltd Health and Safety Policy, legislation and practice.
- Maintain professional standards in relationships, including non-discriminatory practices.
- Undertake any other duties as may reasonably be required, including administrative duties appropriate to the role.
- The post holder must operate within the guidelines, procedures and regulations of Bishop Grosseteste University and BG (Lincoln) Ltd.
- The post holder must operate within the University and the BG (Lincoln) Ltd Financial Regulations, Diversity and Equality Policy, Race Equality Policy and other relevant policies.

PERSON PROFILE
Sales Coordinator – Conference and Event

	Core	Supplementary
Education/qualifications and special training	Level 2 or higher NVQ or Apprenticeship in Event Management or Marketing.	Level 2 or higher NVQ or Apprenticeship in Business Management.
Experience	Experience gained working in a similar role within conference or event management.	Experience gained within another customer facing environment with a high service element.
Knowledge and skills	<p>Able to use and utilise Microsoft Office applications, especially Word, Excel and Power point.</p> <p>Able to manage a busy and diverse workload, prioritising and responding to urgent situations in a calm and professional manner.</p> <p>Effective communication skills and able to work collaboratively with other departments; approachable and supportive, able to sustain good working relationships.</p> <p>Strong oral and presentation skills; able to convey information that requires careful explanation in a clear, confident and engaging way.</p>	<p>Experience of training others in specific tasks, providing demonstration or explanation as required.</p> <p>Able to evaluate own performance and that of others and of providing feedback.</p>
Personal attributes	<p>An ability to communicate with a mixed age group.</p> <p>Ability to work as part of a team.</p> <p>Proactive in approach to workload, self-motivated and flexible.</p> <p>Professional attitude at all times.</p>	

