

Title: Commercial Events Co-ordinator**Responsible to: Sports Zone Operations Manager****Responsible for: Commercial event operations**

40 hours per week

£17,080 per annum

Permanent

25 Days Holiday per year plus Bank Holidays

Auto Enrolment into Aviva Pension Scheme

St Albans Campus

The successful candidate will be the first point of contact for all commercial clients. Handling enquiries, preparing quotations, meeting clients face to face and remaining as the main point of contact throughout the event. This role will provide a good grounding for those candidates who are thinking of a career in Events Management. The ideal candidate will be confident, well organised, possess excellent communication skills and be an excellent problem solver. The candidate will work with the Operations Manager and with many college departments to ensure the customer requirements are delivered to a high standard and that the college is able to increase business through excellent customer service.

A car driver will be ideal for this role as the successful candidate must have the ability to travel extensively in the local area. This role covers both the St Albans and the Welwyn Garden City Campus and will include weekend, evening and function work.

Closing date: Monday 22nd January at 23:59

Interview Date: Tuesday 30th January

Main Duties and Responsibilities

SUMMARY OF POST

To work as part of a flexible team providing coordination and support for clients, act as the first point of contact for all commercial clients. Handling enquiries, preparing quotations, meeting clients face to face and remain as the main point of contact throughout the event. This role will provide a good grounding for those candidates who are thinking of a career in Events Management

KEY RESPONSIBILITIES

- To be a primary point of contact for external clients from enquiry handling through to the main point of contact on the day.
- To be responsible for ensuring that all client requirements are understood and advise clients on the best way of delivering their needs.
- To work closely with the Sports Zone Manager to actively promote all areas of the college
- To respond to incoming event enquiries with a full proposal in a timely manner and follow-up within agreed time frames, raise the final invoices and request feedback from clients
- To finalise event details and effectively communicate customer requirements to other departments to ensure the events run smoothly.
- To meet with Clients on site and show them potential options for their booking.
- To maintain up to date client records using computerised booking system and accurate paper records.
- To up sell additional menu items and team building and other activities that can be offered at Oaklands.
- To be the first point of contact for customers complaints and ensure these are resolved quickly.
- To undertake any other duties at the request of the Operations Manager.
- Be aware of and follow College policies and procedures, with particular attention to health and safety, safeguarding, risk management, equality and diversity, quality and our values and behaviours.

RECRUITMENT

- Significant experience in a similar role would be desirable
- Good standard of education to GCSE including English and Maths
- Previous Customer service experience is essential
- IT and keyboard skills are essential
- Ability to travel between sites on a regular basis

PERSON SPECIFICATION

- Well-presented, with excellent communication skills
 - Reliable and conscientious
 - Positive, enthusiastic and can do attitude
- Ability to work flexible hours

SKILLS AND EXPERIENCE

- Experience in sales and marketing preferable
- Experience providing excellent customer service
- Good organisational skills
- Some experience of working with a range of software packages- word, excel, outlook

- Effective listening skills
- Excellent interpersonal skills, with the ability to communicate effectively at all levels
- Good negotiating skills

SELECTION

After the closing date of the advert you will hear from us within 2 weeks. If you have not been successful you will receive an email notification. If successful you will be invited in for an interview at the college.