

Job Description: UK Sales Hub Event Consultant



Function:	Sales and Administration
Position:	Reactive Sales Support Consultant
Job holder:	Vacant –
Date (in job since):	
Immediate manager (N+1 Job title and name):	Reactive Sales Support Manager
Additional reporting line to:	
Position location:	Sales support HQ – 5 days a week

1. Purpose of the Job

To act as the central support function for all PV&E venues in the UK

2. Dimensions

Venue budgets:

Venues Representing: All PV&E venues in the UK

3. Organisation chart



4. Context and main issues

Service

- Adhere to company values, standards and procedures at all times
- Working in a consistently changing and agile environment
- Be knowledgeable across full portfolio of venues, in order to deal with multi-site and Sodexo internal enquiries.
- Be able to support venues when needed eg. call support, being on site, inbox management and venue mobilisation
- Be known as the service of excellence and central function for all PV&E sites.
- Adhere to sales standards of performance for incoming and outgoing telephone calls, administration, and sales approach in adherence to the company standards
- Support senior team and venues with project work for bid tenders as well as competitor analysis and research projects
- Conduct pro-active activities such as outbound calling as directed by line manager
- Be able to record all information into Priava and Salesforce
- Build strong relationships with our venue clients and provide activity reports as required
- Comply with all company & client policies and procedures as required, together with statutory regulations and legislative requirements relating to such matters as employment law, safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH etc.

People Management:

- Work with the management team to ensure the agreed procedures and policies are faithfully followed
- Comply with all statutory company policies and procedures to enhance employee engagement and ensure the Company retains Investors in People accreditation.
- Maintain excellent and professional relationships with all internal and external clients at all times
- Carry out any other duties as may be required under the direction of your manager, which is reasonably within your scope and commensurate with your status and duties. Including working some out of normal office hours when required
- Behave in a proper and professional manner at all times as a representative of Sodexo

Quality and Detail:

- Fully comply with all Company and client policies, site rules, statutory regulations and working practices.
- Establish a close working relationship with all PV&E venues and supersite venues sales and operations teams to ensure that all events, contracts and project work matches ambition and promise but also provides further business opportunities

- Achieve personal KPI's and objectives. Review on a quarterly basis as part of the performance review process

Financial Management:

- Achievement of targets set for the UK Venue Solutions Team and personal KPI's
- Ensure excellent knowledge of all PV&E venue packages including major events
- Ensure that all the Company's and client's property, equipment and monies under your control are safe and secure at all times

5. Main assignments

- Working collaboratively and proactively across the team to support and assist colleagues, maintaining effective relationships.
- Responding flexibly, quickly and effectively to constantly shifting priorities within a highly pressured environment and meet deadlines
- Identify customer needs and provide solutions to match them on multi-site enquiries and Sodexo internal events
- Strong knowledge of full venue portfolio
- Working with our sales team to maximise opportunities for growth
- Identify and refer new or existing leads to the Business Development Team – working closely with this team to maximise opportunities and grow accounts
- Assist Business Development team in research for potential new bids
- Proactive projects – customer research, appointment setting, new business introductions, FAM trip attendees, moving market share projects, bringing back old business projects – generating new pipeline
- Bid Tender Support for Business Development Team, including mystery shops, SWOT analysis and other relevant research
- Venue mobilisation support
- Project support as outlined by Manager
- Building and maintaining strong relationships with Agent Bookers
- Act as a communication relay between all essential departments and departmental managers to ensure information is passed accurately and efficiently.
- Collaborating with marketing on upcoming events as well keeping up with market trends and insights
- Ownership of Sodexo Internal bookers relationships through quarterly webinars and database updates
- Deal with inbound calls
- Ensure 100% compliance in CRM usage – maintenance of customer data
- Attend relevant team meetings and conferences for new ideas and new ways of working
- Achieve personal KPI's as agreed with Line Manager
- Be a Super User and trainer for Salesforce and Priava
- Strong CRM knowledge and reporting
- Ensure 100% compliance in CRM usage – maintenance of customer data

6. Accountabilities

- Manage multiple enquiries from opportunity through to quotation in a professional and timely manner for single and multi-sites across the UK portfolio
- Maintain and demonstrate high levels of product knowledge at all PV&E sites
- Manage research projects to identify new business, including proactive sales calls and appointment setting for the Business development Team.
- Support projects assigned to the Hub from the Business Development Team, including SWOT Analysis, Mystery Shops and Key Account Feedback
- Build lasting relationships with internal and external clients through creating an exemplary customer experience by gaining and recording insights and therefore encouraging repeat business and referrals
- Manage data quality by ensuring 100% compliance on all CRM systems
- System auditing with venue teams

7. Person Specification

- Proactive attitude and work ethic
- Outbound phone confidence
- Works well under pressure and can multi-task
- Excellent time management and organisational skills in order to prioritise various tasks and projects
- A track record in the Events Industry with a particular emphasis on corporate and private events
- History of success in Event Sales – in particular this success should be around venue sales
- Proven track record of working alongside Business Development Teams to maximise potential
- Ability to work under pressure and deliver results in a variety of projects
- Computer literacy
- Statistical
- Reporting and Data Visualisation
- Analytical
- Systems expert
- Advanced Microsoft Excel
- Presentable
- A good researcher, negotiator, and client focussed approach
- Excellent telephone manner
- Excellent communication verbal & written skills
- Excellent business relationship building skills and understanding of customer needs

8. Competencies

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Rigorous management of results
- Futuristic analysis of results
- Financial Reporting
- Numeracy
- Brand Notoriety
- Commercial Awareness
- Innovation and Change
- Learning & Development
- Employee Engagement

9. Management Approval

Version:	V1	Date:	
Document Owner:		Approved by:	

10. Employee Approval – To be completed by employee

Employee Name		Date	
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