

Job Description: Sales and Event Coordinator

Function:	Sales
Job:	Sales Team
Position:	Sales and Event Coordinator
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Sales Manager
Additional reporting line to:	General Manager
Position location:	Glasgow – Hampden Park Stadium

1. Purpose of the Job – State concisely the aim of the job.

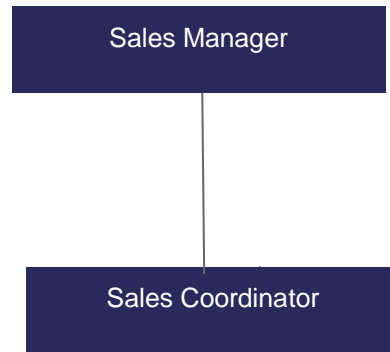
- To exceed targets by providing clients and stadium guests with a motivating and exemplary sales experience
- To manage all Hampden Event enquiries to the company standard by identifying customer needs and providing solutions to match them
- To utilise all elements of the sales engine to ensure delivery and promotion of a high performing sales culture within the team.
- To build working relationships with internal & external stakeholders
- To ensure quality management of data using CRM tools provided

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Revenue -
- Number of venues – 1
- Geographic Region – Glasgow
- Number of direct reports – 0
- Number of indirect reports – 0

Individual KPI's set with line manager to include number of site visits, mystery shopper results, conversion etc.

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

Service:

- Adhere to company values, standards and procedures at all times
- 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.
- Adhere to sales standards of performance for show rounds, incoming and outgoing telephone calls, administration, and sales approach in adherence to the company standards
- Ensure all enquiries and quotes are responded to and produced to the agreed high standard in a professional and efficient manner with all responses sent out on the same day and followed up within 24 hours.
- Ensure that the inbound sales pipeline is maximised with every lead
- Conduct site visits on a regular basis, including evening site visits
- Record comprehensively all customer interactions, events and feedback to provide accurate research about our business using CRM system
- Build and enhance long– term client relationships to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Be knowledgeable about other PV&E sites in order to cross sell and efficiently communicate with peers in the company to maximize company opportunities.
- To deliver an outstanding customer service experience to all evening visitors to the stadium each weekday

People Management:

- 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:

- Support the liaison between the sales and operational teams to ensure that hand over process for each event is managed as efficiently and correctly as possible
- Fully comply with all Company and client policies, site rules, statutory regulations and working practices.
- Establish a close working relationship with the Events and Operations team 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 budgeted sales
- Ensure excellent knowledge of venue including operating costs for each style of event to ensure commercial and profitable selling

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Exceed targets by providing customers with a motivating and exemplary sales experience
- To develop existing accounts and engage with them to increase their commitment.
- Manage sales enquiries through PV&E and venue client bookings inbox
- Prepare and issue contracts and invoices for all sales in line with company standards
- Manage debt through collecting payments in a timely manner in line with Company Accounting procedures
- Maintain an up-to-date CRM system, logging all enquiries and cleansing data
- Answer all incoming calls in a professional and efficient manner
- Attend relevant team meetings
- Maintain accurate records on current key clients and prospects through the CRM system.
- Deliver a consistent level of performance within the Company's standards and agreed performance, qualitative and financial targets.
- 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.
- Achieve personal KPI's to be agreed with Line Manager
- Perform Welcome Host duties each weekday evening, ensuring a consistent level of service for evening stadium guests

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Manage the end to end life of enquiry from researching the opportunity through to proposal quotation booking and confirming in a professional and timely manner
- Build lasting relationships with 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
- Support the high performance culture and positive sales performance of the sales team at all points
- Provide evening Welcome Host service each weekday evening ensuring guests to the venue are welcomed in a professional manner and assisted as required in line with Sodexo policy

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- A good researcher, negotiator, with a client focussed approach
- An excellent listener who is able to follow direction
- A great communicator demonstrating verbal & written skills
- Able to apply business relationship building skills showing an understanding of customer needs
- Able to work under pressure and deliver measurable sales targets
- A good time manager and with fantastic organisational skills
- Able to prioritise tasks
- Able to work as part of a team
- Able to use own initiative
- Strong customer service skills

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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

9. Management Approval – To be completed by document owner

Version:	V1	Date:	
Document Owner:		Approved by:	

10. Employee Approval – To be completed by employee

Employee Name		Date	
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