

# Job Description

## Hub Event Sales Assistant

Function:	Sales and Administration
Position:	<b>Hub Event Sales Assistant</b>
Job holder:	Vacant
Date (in job since):	
Immediate manager (N+1 Job title and name):	Sales Hub Manager
Additional reporting line to:	
Position location:	Heritage Portfolio office Edinburgh. Flexibility to work from home 1-2 days per week

### 1. Purpose of the Job

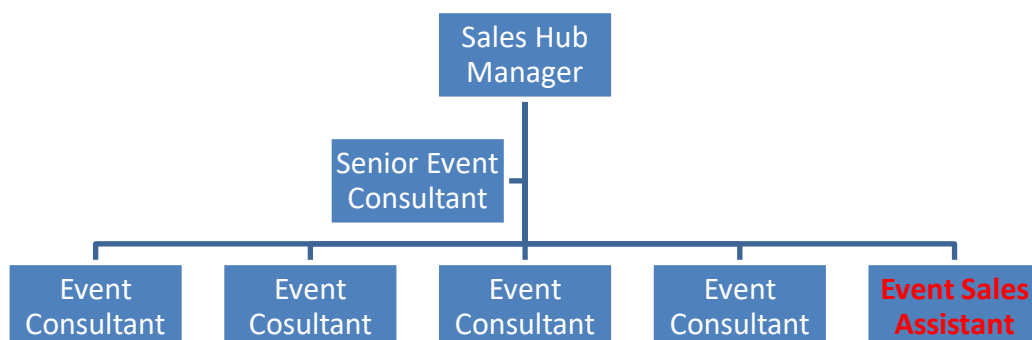
Sales support to the Sales Hub team including answering inbound calls, CRM data entry, compiling contracts and issuing client invoices

### 2. Dimensions

Venue budgets:

Venues Representing: All 35 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
- Have a good basic knowledge about all PV&E sites in order to efficiently communicate with peers in the company
- 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
- Ensure all allocated customer correspondence is 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 where required
- Conduct pro-active activities such as outbound calling as directed by line manager
- Record comprehensively all customer interactions, events and feedback to provide accurate research about our business using Priava and Salesforce
- Answer and deal with incoming customer calls in a timely and professional manner
- 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.
- Carry out research projects for Hub and Business Development as required

#### 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

#### Goal Management:

- Achievement of targets set for the UK Hub 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

- Answer inbound customer calls within 90 secs and deal with in a professional manner
- Ensure 100% compliance in CRM usage
- Identify customer needs and provide solutions to match them
- Handover of confirmed events to venue-based planners
- Support Event Consultants in creating proposals, contracts and invoices for confirmed events
- Liaise with venue based Planning Team to organize show rounds
- Identify and refer new or existing business within the portfolio
- Identify new leads for the Business Development Team – working closely with this team to maximise opportunities and grow accounts
- Generate and maintain qualified sales leads for internal and external M&E
- Enquiry handling for smaller events and ownership to point of confirmation
- Daily use of the CRM system as lead generation and task manager
- Project support as outlined by UK Sales Hub Manager
- Bid Tender Support for Business Development Team, including mystery shops, SWOT Analysis and other relevant research
- Attend relevant team meetings

- Achieve personal KPI's as agreed with Line Manager
- Follow up post show rounds and contracting events.
- Utilising all elements of the sales training to ensure you are delivering a high performing sales culture. This includes understanding and living our sales values and competencies and following company standards of performance.
- Complete research projects and sales drives for need venues
- Assist Business Development team in research for potential new bids

## 6. Accountabilities

- Data quality and compliance on all CRM systems
- Support Event Consultants with their administration
- Achieve personal KPI's
- Stick to Standard Level Agreements for phone call answers (90secs), customer email responses (24 hours)

## 7. Person Specification

- Ability to work under pressure and deliver results in a variety of projects
- Ability to prioritise and handle multiple tasks
- Computer literacy
- Statistical
- Systems expert
- Microsoft Excel
- Presentable
- Excellent telephone manner
- Excellent communication verbal & written skills
- Excellent business relationship building skills and understanding of customer needs
- Excellent time management and organisational skills in order to prioritise various job demands

## 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

<b>Version:</b>	V2	<b>Date:</b>	
<b>Document Owner:</b>		<b>Approved by:</b>	

**10. Employee Approval** – To be completed by employee

<b>Employee Name</b>		<b>Date</b>	
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