

**DELAWARE NORTH UK
POSITION PROFILE**

Position Title: Specialist II, Catering Sales (Function: Sales) UK Known As: Business Account Manager		Job Code: P203	
Status: Salary	Grade: P2	Direct Reports:	No
PURPOSE			
<p>Managing the sales and coordination for the meetings and events business across Wembley Stadium and/or London Stadium. To account manage incoming sales and coordination from the initial point of contact up until the event day, to achieve non match day sales and profitability targets. Delivers a first-class sales, planning, co-ordination and administration service and contributes to the profitability of the non-match day event business across Wembley Stadium and/or London Stadium.</p>			
ESSENTIAL RESPONSIBILITIES AND DUTIES			
<ul style="list-style-type: none"> • To account manage sales and coordination process for all non-matchday business, including internal events, within Wembley Stadium and/or London Stadium • To answer the sales phone and to take the event enquiry, uploading enquiry details onto Ivvy booking system • Ensure all details are captured correctly and in detail to maximise sales opportunity and positive guest experience • Attend and prepare for all necessary weekly/monthly meetings and ensure all reports are administered accurately and to agreed timelines. • Conduct venue show rounds in a professional manner ensuring each area is set and ready accordingly, providing advice and guidance to the client to maximise sales conversion and ensure a successful event • Produce accurate and timely contracts and pre-payment invoices and ensure payment is requested pre-event in order to meet targets. • Proactively maximise profit margins by focusing on sales margins, up-selling of food/ beverage and other items in order to achieve financial targets as well as enhancing the customer experience. • Assist in the preparation of detailed event schedules and function sheets for each event, gaining customer approval before circulating to all relevant departments, attending weekly meetings to support the briefings to ensure that operational requirements are achieved; guaranteeing customer expectations are consistently exceeded. • 			
PERFORMANCE MEASURES			
<ul style="list-style-type: none"> • To achieve the targets within the overall Meetings and Events sales plan. There is a certain level of judgement and decision making in this role • To ensure all commercial commitments and opportunities are met and capitalised on to aid business decision making • To optimise the commercial knowledge within the business, by supporting and challenging the organisation to drive further commercial adding value analysis • A collaborative, people centric focus is essential. The success of this role is highly dependent on the ability to foster positive working relationships across internal and external stakeholder groups. 			
JOB CONTRIBUTION & PROFESSIONAL COMPETENCIES			
General Scope:			

- Accuracy and attention to detail is a must have
- Knowledge and understanding of the events industry is desirable
- Builds knowledge of the company, processes and customers
- Solves a range of straightforward problems
- Analyses possible solutions using standard procedures
- Receives a moderate level of guidance and direction but is expected to take responsibility and initiative for own time management and workload
- Self-motivation, self-direction and good time management skills are required

Functional Knowledge

- Requires expanded conceptual knowledge in own area of expertise while developing additional skill sets

Business Expertise

- Understands key business drivers; uses this understanding to accomplish own work

Leadership

- No supervisory responsibilities but may provide guidance to new associates

Problem Solving

- Solves standard problems by analyzing possible solutions using experience, judgment and precedents

Impact

- Impacts quality of own work and the work of others on the team; works within guidelines and policies

Interpersonal Skills

- Essential to have strong communication and relationship building skills
- Good self-awareness and an ability to work well with others is vital

Talent Development

- Sets challenging development goals to close skill gaps; is willing to make mistakes in order to learn; leads by example and takes on new assignments that provide a stretch outside own comfort zone.

Collaboration & Teamwork

- Recognizes business concerns and perspectives of others and works in a manner that is mutually beneficial.
- Highly collaborative role both within the Meetings and Events team and wider departments and stakeholders

Championing Guest Needs

- Seeks to understand the perspectives of guests, colleagues and stakeholders; puts in significant effort to ensure that needs are addressed

Innovation

- Questions common practice and contributes to improvement of services, products and work processes.

Action Management

- Exemplifies personal accountability for achieving own goals; sees things through to completion.

DESIRED EXPERIENCE & REQUIRED FUNCTIONAL EXPERTISE

Education Requirement: A Levels

AND/OR

Total years' experience: 1 – 3

Essential Experience:

- Sales focus
- A strong desire to be part of a successful team
- Excellent communication skills, both written and verbal
- Exceptional customer and client focus
- Ability to work under pressure and a pro-active attitude
- Willing to learn and gain experience
- Attention to detail and a focus on quality
- IT literate and confident in using IT systems

Desirable Experience:

- Experience in sales and event coordination is a bonus

WORKING CONDITIONS

You will be based at London Stadium / Wembley Stadium, however you may occasionally be required to work across both venues as the business requires

All aspects of Government advice regarding safe working environments will be adhered to, including:

- COVID-19 risk assessment completed
- Cleaning, handwashing and hygiene procedures adopted
- Comprehensive working from home policies
- Social distancing measures adopted
- Transmission risk measures adopted