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**Venue Sales Manager (maternity leave cover)**

* **37.5hrs per week**
* **Salary £28,000-33,000 pa**
* **6-12 month contract**

**Main Duties and Responsibilities:**

Promote, sell and coordinate the National Football Museum’s hireable events spaces, ensuring a high-quality experience for clients and their customers.

Role family: Finance and Commercial

Line Manager: Finance and Commercial Director

**Management / Supervision:**

No direct reports

Management of key contracts and contractors

**Areas of responsibility and accountability:**

Sales:

* Promote and manage the booking of the NFM as a venue for events, dinners, meetings and general hire.
* Work with the NFM marketing team and other organisations such as Marketing Manchester to maximise awareness of the Museum offer.
* Develop and diversify the Museum offer in terms of how the spaces can be used and the kinds of events and activities that can be hosted.
* Ensure all speculative enquiries are answered within acceptable service level standards including phone, listings, social media and email.
* Effectively manage relationships with event agencies and group bookers.
* Manage and lead site visits for potential clients promoting the venue and options open to them, introduce other staff members as necessary.
* Ensure that the kinds of events taking place minimise any reputational risk to the Museum and are mindful of the museum’s national status.

Client relations:

* Deliver exceptional customer service to clients, ensuring communications are clear, timely and professional acting as the main point of contact throughout the process.
* Ensure contracts are signed and that client and NFM responsibilities are clear and understood.
* Manage day to day communications and ensure clients are fully briefed on the development of their event.
* Maintain and manage the events diary ensuring information is precise and up to date.
* Ensure events briefing sheets are completed and updated to remain accurate.
* Collate feedback following the event and use customer testimony for promotional purposes
* Attend client events on site, signing off responsibility to the duty manager team and the caterer once the event is in progress and running well.

Contractor management:

* Ensure that contractors have a professional approach and will enhance the Museums reputation as a national museum and events venue.
* Ensure all health and safety requirements are fulfilled by contractors including food safety, use of electrical items, and general safe practises. Written proof of due diligence to be sourced as required.
* Ensure planned activities are suitably licensed and requirements in place before the event takes place e.g. entertainment licenses, alcohol sales, security.
* Develop effective working relationships with trusted catering and event management companies and suppliers to ensure customer needs are met and events are suitably managed.
* Work closely with catering suppliers to ensure all clients’ dietary needs are met and food safety requirements are in place.

Internal relationships:

* Ensure other NFM depts are suitably briefed and updated regarding client requirements in a timely manner.
* Develop effective working relationships with duty managers and technicians to ensure operational effectiveness for each event.
* KPIs:
* Event sales income and room hire income
* Customer review and testimony
* Effective working relationships with key internal staff and contractors

Health and Safety Responsibility:

* Employee

Qualifications and experience:

* Have experience working in a hospitality environment
* Event catering and working with contract caterers
* Have experience in coordinating dinners and high value events
* Confident communicator with excellent written, telephone and face to face communication skills
* Experience of selling events space.
* Have a passion for the events industry and keep up to date with current trends
* Be highly organised, focused and self-motivated
* Ability to prioritise workload effectively
* General awareness of event health and safety requirements and food safety management