

Sales & Events Co-ordinator



Applying for this post

To apply for this post please complete the online application process on our website:
<https://www.birmingham-rep.co.uk/get-involved/careers-and-vacancies.html>

Data from your diversity monitoring form will not be shared with the recruitment panel.

*we accept other forms of submission including video and audio recordings.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact RepTalent@birmingham-rep.co.uk

The deadline for receipt of **applications** is **Wednesday 20th October 2021 at 12pm.**

If **shortlisted** for interview you will hear from us by **Friday 22nd October 2021.**

Interviews will be held at UVB, Birmingham REP **Wednesday 27th October 2021.**

Guidance

Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

In line with GDPR, your application will be retained securely for 6 months before being destroyed if you are unsuccessful.

Vacancies will generally close by the deadline, however, we reserve the right to close the vacancy early if we receive a high volume of suitable applicants. We therefore advise candidates to submit their applications as soon as possible if they wish to be considered for the role. Any applications made after the deadline will not be considered.

Role Summary

The Sales & Events Co-ordinator is responsible for supporting the Sales & Events team. Managing the end to end function from sales to final details. This role is also responsible for delivering sales and organising and supporting the delivery of all UVB events across the REP and the Library of Birmingham.

The aim of your job is:

- **To provide excellent customer service to customers and visitors to UVB events**
- **To ensure the safety, comfort and wellbeing of customers and staff at all times**
- **To support delivery of UVB's business plan**
- **To identify and target new sources of income for UVB**
- **To contribute to the delivery of the annual commercial events income target**
- **To service the needs of all clients of UVB**

Main duties and responsibilities

The role main duties and responsibilities of the role are:

Sales

- Managing all types of sales enquiries
- Respond to customer enquiries in an accurate and timely manner. Venue Directory 1 hour other enquiries 2/3 hours.
- Assist callers with details relating to hosting their events the venue advising on best use of the rooms and services available to them and the costs involved for all the types of activities
- Provide detailed proposals for clients.
- Communicate with clients over unforeseen delays or problems
- Management of the Venue directory booking tool
- Conduct professional show rounds of the venues facilities
- Process contracts for confirmed business through the Events 500 system
- Process deposit invoices through the Events 500 system
- Participate in familiarisation visits and Networking events.
- Be part of the team who showcase UVB at various Exhibitions & Trade Shows.
- Ensuring that any suitable business is developed through the venue agency operation (UVB Solutions)

Events

- Update and distribute daily introductions and checklists for all events
- Take final detail site visits and establish and record final details for all meeting room events
- Process and record all events requirements: rooms, catering, equipment, decoration etc.
- Provide accurate prices to the client based on their specific requirements
- Maximising upselling opportunities

- Ensure that all departments have appropriate and complete function sheets for their daily function meetings
- Manage all function food orders with relevant suppliers
- Manage the change logs
- Ensure all functions are carried out in accordance with agreed standards
- Support the Meet & Greet Desk when required.

Administration

- Develop and maintain filing, archive and other administrative systems
- Manage the initial introductions & sending the appropriate checklist
- Maintain and develop the event database Process and record all final details and update function contracts. (Events 500)
- Manage the 'business on the books' spreadsheet is kept up to date with final detail spends.
- Support the events team, with up to date signage for events
- Provide accurate costing and charging information to the Events Finance Administrators

Customer Service

- Support the planning and organisation of all events
- Liaise closely with events team to ensure the smooth delivery of events
- Maintain good working relationships with all clients
- Monitor and respond to client feedback

Additional

- Attend team and function brief meetings
- Maintain a high standard of appearance when working with the public
- Work closely with all REP & LoB staff to ensure excellent customer service
- Liaise with relevant REP & Library of Birmingham staff as and when necessary
- Support and promote all company policy, with specific attention to Equality & Diversity, Customer Care, Health & Safety and Data Protection
- Ensure a safe working environment is maintained at all times with particular regard to the health, safety and welfare of customers, visitors, staff and yourself
- Support the organisation and its staff through the effective use of the performance management system
- Any other reasonable duties required to ensure the smooth running of UVB
- **General Responsibilities**
 - Adhere to and implement the guidelines, procedures and policies of the company as detailed in the staff policies (available from the staff intranet).
 - Play a role in the life of the company and work across departments to develop a positive and engaged organisational culture

- Be aware of, and comply with, rules and legislation pertaining to Health & Safety at work and abide by the procedures set out in the Health & Safety Policy.
- Be aware of, and comply with, rules and legislation pertaining to data security, and GDPR, at work and abide by the procedures set out in the Data Protection Policy.
- All staff are expected to demonstrate an understanding of, and adherence to, our safeguarding policy, including a duty to report any issues of concern. *As a manager in a customer-facing team, you would have a role in supporting staff who have concerns about the safety of vulnerable people, and ensuring that appropriate reports are made in accordance with Safeguarding Procedures.*

Any other duties

The duties and responsibilities set out should not be regarded as exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post.

The post-holder may also be called upon to carry out duties that would not normally be associated with the post on a temporary basis where there is a strong organisational requirement for that to happen. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

Key relationships

This role forms part of the Sales & Events Team

You will be managed by the Sales Manager & Events Operations Manager

You will need to work closely with the other roles in the department.

This structure may change from time to time based on business need, but reflects the broad areas of responsibility *and is indicative of the number of direct reports.*

Internal

- Members of the Senior Management team across UVB, The REP and The LoB
- Heads of Department across UVB, The REP and The LoB
- Staff groups, forums and trade unions as required

External

- Providers, suppliers
- Conference organisers and delegates and the public

Person specification

Essential

If you do not demonstrate that you meet all these criteria you may not be shortlisted.

- Experience of working in a conference & banqueting venue or a unique venues that delivers events.
- Minimum of 2 years' experience in selling events.
- Minimum of 2 years' experience of coordinating events is essential.
- Knowledge of events industry booking portals.
- Experience of CRM systems.
- Computer literacy and competence in drafting a range of documents is essential.
- A good telephone manner and confidence in client facing environments is essential.
- Excellent customer service skills.
- Takes the initiative and has commercial acumen.
- Diplomacy, communication skills and good presentation are all essential.

Desirable

If we need to choose between candidates who meet the essential criteria, we may take these factors into account.

- Experience of working in a producing theatre or similar charitable environment is desirable
- Experience of events 500.
- AV experience within events.

Terms & Conditions

Role name: Sales & Events Co-ordinator

Period of work

This is a permanent contract, subject to successful completion of a probationary period of *three months*.

Pay

Salary £24,538 (Officer 3)

Hours

40 hours per week

Evening and weekend *work may* be required on occasion.

Holidays

20 days per year plus public holidays, rising with service to 25 days plus bank holidays

The holiday year runs from 1 September to 31 August each year.

Notice period

The notice period will be *8 weeks*

Location of work

Your main place of work will be at Unique Venues Birmingham, but you may be required to work permanently or temporarily at other locations locally

Other benefits

- Contributory staff pension, 5% employee and 3% employer

Non-contractual benefits

- Free-to-use employee assistance service
- Staff ticket discount
- Staff discount in The REP food and drink outlets (when available)

There's no such thing as perfection...

At UVB we don't expect or look for the 'perfect candidate', instead we look for people who can positively contribute to our team. In return you will be given support, encouragement and all the right conditions to grow, succeed and be your best. We are committed to creating an inclusive workplace where difference is a strength and every unique voice and skill is recognised and valued.

For us, recruitment is more than a match against a job description, it's about feeling excited to come to work every day and being proud of who you work with and for. We believe The UVB is for everyone, so however you identify, whatever your background, if you feel excited about this role then we urge you to please apply.

It's important to us that UVB reflects the communities we serve and therefore we particularly welcome applicants from the global majority and D/deaf & disabled communities as these groups are not as well represented as we want them to be. We want UVB to be culturally informed and accessible to all, so we encourage you to celebrate and share your own cultural experience and knowledge of our city proudly in your application.

Diversity monitoring

Our ultimate aim is to have diversity of all kinds in every layer of the organisation and to help us keep track of our success we kindly ask you to complete an Equality and Diversity form alongside your application. Participation is voluntary but appreciated and your responses will be anonymous and not shared with the recruiting managers.

Flexible working

We know flexibility is everything and we foster a working environment which is focused on outcomes. For this role you will be required to work specific hours and be present in the building to help with the running of conferences & events. We actively encourage applications for job shares and will make every effort to accommodate these requests.

Safeguarding

UVB is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

Offers

Any job offer we make is subject to:

- Receipt of 2 satisfactory references
- Proof of eligibility to work in the UK
- Role appropriate background checks