



Sales Office Manager

Job Introduction

Are you an experienced Sales or Revenue Manager? Do you have experience in conference and events sales gained within a venue, stadium or hotel based environment? If so, our Levy UK business has a brilliant opportunity for a Sales Office Manager to join us onsite at The Twickenham Stoop stadium!

Levy UK is the name behind legendary experiences and powerful partnerships with the UK's most iconic and unique venues: from stadiums, conference centres, museums and galleries to heritage sites and performing arenas. With good, honest food at heart and service in our soul, we live and breathe hospitality and are proud to be working with The Twickenham Stoop stadium, home to Harlequin Football Club. The stadium has been redeveloped into a unique and excellent venue for conferences, exhibitions and team building activity packages. The Stoop is the perfect location in the heart of Twickenham for all types of events, from wedding receptions to Christmas parties.

Role Responsibility

As our Sales Office Manager, you will proactively drive conference and banqueting sales to achieve the annual targets for the venue. You will be responsible for the following areas:

- Manage all aspects of the unit's reactive sales and create and implement an effective plan in line with agreed budgets
- Actively work as part of the local and national sales team and yield business opportunities to increase revenues and deliver the sales strategy
- Ensure the highest standards of accurate and timely customer, staff and management information
- Ensure all sales administration is accomplished effectively & accurately in order to provide a seamless handover to the operations team
- Manage and motivate in-unit sales co-coordinators
- Take ownership of the Sales and Marketing Business Plan. Ensure the creation and implement of the plan on an annual basis, updated monthly with 100% accuracy reporting financials, conversion, sales & marketing activity and pace report
- Provide accurate and prompt weekly / monthly reports



The Ideal Candidate

To be right for us, you will have previous experience as a Sales or Revenue Manager within hotel, Conference and Events or hospitality environment. You will have skills, experience or knowledge in the following areas:

- Experience in Conference & Events
- Previous experience in a senior sales coordinator position within a hotel, venue or stadium type of environment
- Excellent written and verbal communication skills
- GSCE, or equivalent, in Maths and English
- Knowledge of diary management systems such as Delphi or similar
- People management experience
- Ability to inspire customer trust and confidence
- Ability to deal both on the phone and in electronic communications effectively with clients and venues and to gain support of internal colleagues
- Passionate about hospitality, sales and customer service
- Ability to multi-task, think fast and to deliver solutions to customer requirements
- Possess diplomacy, discretion and impartiality of judgment
- Creative in thinking and approach, Confidence, Enjoys a challenge, a good sense of humour, flexible and forward thinking to anticipate problems before they arise

Package Description

Competitive salary plus package

Compass Group UK

Salary	Competitive salary plus package
Frequency	Annual
Job Reference	compass/TP/409125/50089/AJ
Contract Type	Full Time



Closing Date	18 February, 2019
Job Category	Sales / Business Development
Business Unit	Levy Sport
Location	Twickenham, United Kingdom
Date posted	18 January, 2019