

January 2018

Thank you for your interest in the post of Conference & Events Sales Co-ordinator  
Please find attached the following information:

- Job details
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter  
either by e-mail to:

Email: [Katharine.osborne@westdean.org.uk](mailto:Katharine.osborne@westdean.org.uk)  
Tel: 01243 818313

**Closing date for applications: 12<sup>th</sup> February 2018**

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear  
from us within two weeks of the closing date, please assume that your application has been  
unsuccessful on this occasion.

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Conference & Events Sales Co-ordinator
<b>DEPARTMENT/DIVISION:</b>	Marketing and Commercial
<b>RESPONSIBLE TO:</b>	Sales Manager
<b>MAIN PURPOSE OF JOB:</b>	Sales and the associated administration relating to commercial venue activities such as conferences, private events and weddings.

### GENERAL DUTIES AND RESPONSIBILITIES

1. Establish and maintain excellent relationships with all clients, and understand their current and future needs. Receive and convert incoming enquiries to help achieve venue targets and maximise revenue.
2. Maintain and update records and systems of event administration including those held in our booking system.
3. Support conference client relations by providing a consistent means of contact and by dealing with internal and external queries and correspondence as required ensuring a high level of customer service.
4. Develop full product knowledge of the facilities offered in the Foundation, encouraging full usage of available space, maximising potential sales.
5. To meet and greet potential clients and assist them from the initial enquiry through to finalising contracts as required for all events, conferences, weddings, banquets and room bookings.
6. Ensure that all communications with customers are handled within the specified time frame offering exemplary customer service.
7. Ensure that standards regarding health and safety are maintained
8. Ensure all appropriate billing information is forwarded to the finance department.

### General

1. Build and maintain excellent working relationships, both internally within West Dean, and with external stakeholders.
2. Undertake any other duties as may be reasonably requested by the Sales Manager

This job description is subject to regular review in consultation with the Conference & Events Sales Co-ordinator.

## PERSON SPECIFICATION

### Experience

#### Essential

- Demonstrable experience in a sales or customer service focused environment.

#### Desirable

- Previous experience in an event sales or commercial conference role
- Experience and or interest in Higher Education, Estate and Property, Hospitality, Arts and or Heritage sectors

### Qualifications

#### Essential

- Relevant qualifications demonstrating business and/or commercial awareness

### Skills and Knowledge

#### Essential

- Excellent customer service skills with the ability to anticipate and meet the requirements of all customers
- Strong organisational skills, ability to manage own time effectively and work to competing deadlines.
- Solutions focused approach
- Good understanding of IT including Microsoft Office
- Excellent communication skills both written and verbal
- Good attention to detail
- Good Numeracy skills

#### Desirable

- Previous use of a booking system

### Personal Characteristics

#### Essential

- Professional approachable manner
- Ability to work as part of a team
- Ability to prioritise and work effectively under pressure
- Assertive and confident demeanour
- Customer centric attitude.
- Flexible and positive approach to work.

## GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	Permanent.
Duties:	As attached job description.
Salary:	£10,800 - £13,200 (£18,000 - £22,000 FTE) per annum payable monthly in arrears by BACS transfer. Dependent on experience.
Hours:	21 hours per week hours to be agreed.
Holidays:	33 days per holiday year (1 October to 30 September) inclusive of Bank Holidays prorated for part time.
Benefits:	Contributory pension scheme, childcare vouchers, Employee Assistance Programme, free and discounted places on short courses at West Dean College of Arts and Conservation.