



VICTORY SERVICES CLUB

### JOB DESCRIPTION Events Co-ordinator

Job Title:	Responsible for:	Responsible to:
Events Co-ordinator	To ensure the seamless and professional delivery of all events at VSC to the required standard.	Sales & Marketing Manager
<b>Primary Role:</b>		
Actively support the Sales and Marketing Manager with planning, creative up-selling and day to day management of the Events office. Proactively generate income from events and conference hire of Club's event space, look after proactive & reactive sells, existing clients and member events.		
<b>Specific Tasks:</b>		
<ul style="list-style-type: none"> <li>• Proactively sell the venue to new clients.</li> <li>• Achieve sales targets and expand the business.</li> <li>• Respond to sales enquiries and process room bookings.</li> <li>• Build strong relationships with corporate clients, agencies and members.</li> <li>• Attend trade shows and exhibitions.</li> <li>• To undertake 'show rounds' to potential clients.</li> <li>• Help deliver Member and Club Events.</li> <li>• Work professionally with colleagues.</li> <li>• Carry out administrative duties.</li> <li>• Handle all enquiries effectively to ensure maximise conversation rates.</li> <li>• Collaborate with other departments and operational staff to ensure a high quality of event delivery.</li> <li>• Liaise with the Facilities Team and F&amp;B Team to ensure that all rooms are serviced and set up ready to the client's specification.</li> <li>• To assist in achieving the Club's objectives and continuously improve its performance.</li> <li>• To coordinate and assist in the full implementation of event information.</li> <li>• To manage the office efficiently when Events Sales Manager is absent.</li> <li>• To support the Operations team in achieving the business objectives of the Club.</li> <li>• Ensuring accurate information and the production of invoices in a timely manner.</li> <li>• To conduct the Weekly Event Detail Sheet Meetings.</li> <li>• Attend regular '1 to 1' meetings with the Events Sales Manager.</li> <li>• To liaise with clients and colleagues in a friendly and professional manner.</li> <li>• To collate and assess customer comment forms and produce KPI results, recording of comments and complaints.</li> <li>• Liaise in an efficient manner all relevant details for all events, from start to finish.</li> <li>• Prioritise workload.</li> <li>• Keep filing system up to date and tidy.</li> <li>• Keep office space tidy and in order.</li> <li>• Contribute to producing financial reports.</li> <li>• Input to and keep up-to-date the database of clients and prospective clients to maintain a reliable database on the iVvy system.</li> <li>• Ensure all financial transactions are in line with procedures and policies.</li> <li>• Responsible for weekly invoicing and debtor management.</li> <li>• Maintaining awareness of your own and others' Health &amp; Safety, and comply with the Club's Health &amp; Safety policy</li> <li>• Act as Club Fire Marshall.</li> <li>• Adhere to the direction and guidance given in the Club's Staff Handbook.</li> <li>• Follow compliance with the MIAs Gold Standard.</li> <li>• To review and make amendments and maintain Hospitality Assured Manual.</li> <li>• Undertaking other duties as may be reasonably requested within the responsibilities of the post.</li> </ul>		

<b>Skills and Experience:</b>
<ul style="list-style-type: none"> <li>• Experience in proactive and reactive sales in events/hospitality.</li> <li>• You must be customer focused</li> <li>• Have attention to detail</li> <li>• Have good organisational and administration skills.</li> <li>• An excellent communicator.</li> <li>• Ability to work to strict pressured deadlines.</li> <li>• Motivated by a passion for quality and great service delivery.</li> <li>• A "can-do" attitude.</li> <li>• Experience with PMS systems and associated IT software.</li> <li>• Team player.</li> </ul>

<b>Issued by (name/job title):</b>	<b>Signed:</b>	<b>Date:</b>

<b>Acknowledged by (name):</b>	<b>Signed:</b>	<b>Date:</b>