



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

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

Issued by (name/job title):	Signed:	Date:

Acknowledged by (name):	Signed:	Date: