

Events Sales Coordinator



National Maritime Museum

Job Description: Events Sales Co-ordinator

Reports to: Events Sales and Marketing Manager

Job purpose:

To assist the Events and Filming Department's overall performance by providing general administration assistance to the team and to be an integral part of the event and filming sales process. The role provides the employee with a full understanding of the team's sales processes and the opportunity to be a key member of the team ensuring all processes and targets are met efficiently.

Key Responsibilities and Accountabilities:

- Act as first point of contact for the Events & Filming team, fielding all enquiries in person by phone and e-mail and assigning to the appropriate team member or responding directly as required.
- Respond to all electronic enquiries for events, filming and commercial photography within the agreed response time.
- Work alongside the Events Sales & Marketing Manager to manage the sales process, including the development of 'house style' quotes, site visit material and sales reports.
- Record all events and filming enquiries using Events Perfect database with accuracy and care.
- Assist the Events Sales & Marketing Manager in managing the team's Bookings calendar within Events Perfect database and communicating with the Museum's Bookings office to ensure the Museum's central calendar (TOR) includes the team's bookings.
- Responsible for editing and updating records within Events Perfect database and generating reports.
- Follow standard procedures for inputting and managing data in Events Perfect and update operational guidelines where required.
- Prepare and issue event and filming/photography contractual paperwork for confirmed bookings.
- Prepare event handover data for the Event Operations staff to implement event delivery on behalf of the client(s).
- Use the Electronic Records Management system, TRIM for all necessary data recording.
- Log and record payment trails for the Events & Filming Manager to marry with monthly management accounts.
- Raise purchase orders, sales invoices, credit notes and other financial administrative support for the team.
- Work alongside the Events Sales & Marketing Manager to arrange and conduct site visits of the venues with prospective clients and suppliers.
- Work alongside the Events Sales & Marketing Manager providing support and research as required for long term projects.
- Research tariffs for venue hire, audio visual, competitor benchmarking seasonal pricing and special offers in consultation with the Events Sales & Marketing Manager as required. Prepare and issue monthly forward calendar of events to key Museum and Cutty Sark staff.
- Prepare and issue the Events Newsletter to the Team's database contacts.
- Represent Royal Museums Greenwich at industry partnership meetings, events, and exhibitions as required.
- Support the Development team with the planning and execution of Corporate Membership venue show-arounds.
- Support the Event Operations team to deliver events as required at all Royal Museum Greenwich venues and Cutty Sark.

Skills and experience:

Essential

- Passion and desire to excel in the events industry.
- Confident and experienced user of the following IT software – MS Excel, Word and Outlook.
- Strong communication skills, with the ability to work to and meeting deadlines.
- Strong writing skills demonstrating a flair for marketing prose.
- Ability to work under pressure and prioritise workload according to changing business demands.
- Flexibility to adapt to changing responsibilities
- Demonstrable commitment to providing a high level of customer service.
- An excellent eye for detail with the determination to provide accurate briefing documentation and support for events.
- Smart professional appearance.
- Willing to work evenings and weekends.
- Excellent creative problem-solving skills and solutions oriented approach.
- Ability to work at all venues and in all spaces across the site.

Desirable

- Demonstrable experience of working at an historic site and with an understanding of unique venues.
- Experience in using Parrimark Events Perfect IT software would be advantageous.
- Qualified to degree level or equivalent in the events industry.

Terms and conditions:

Your core hours of work will be 41 per week, 9.00am – 5.00pm, Monday to Friday, with an additional hour to be worked in agreement with line management. Occasional overtime, often at short notice, will be required.

Salary: £16,500 - £18,500 per annum

Closing date: 5 March 2012

For details of how to apply please visit our website www.rmg.co.uk/jobs

Location:	Greenwich, London
Category:	Events
Duration:	
Type of Contract:	Permanent
Hours:	Full Time
added: Feb. 16, 2012	deadline: March 2, 2012

More information: <http://www.nmm.ac.uk/jobs>