



THE HONOURABLE SOCIETY OF THE  
**MIDDLE TEMPLE**

## **Events Sales Coordinator**

**The Honourable Society of the Middle Temple - City of London**

**Full Time**

**£21,000 - £23,000 plus excellent benefits**

This is a fantastic opportunity to work at one of London's most prestigious venues as Event Coordinator. You will be part of an excellent team in central London who is responsible for selling and promoting the beautiful letting spaces available to commercial clients as both an event and filming location.

To apply, please send a letter with your CV explaining how you qualify for the role, what you would bring to it, and why it is a natural next career step for you, to Sophie Frankis at: [recruitment@middletemple.org.uk](mailto:recruitment@middletemple.org.uk).

The closing date for receipt of applications is **Sunday 21<sup>st</sup> May 2017**.

Due to the volume of applications received, we cannot contact all unsuccessful applicants in person. If you do not hear from us within four weeks, please assume your application has not been successful on this occasion.

The Honourable Society of the Middle Temple is an Equal Opportunities Employer.



## **JOB DESCRIPTION**

**JOB TITLE:** Events Sales Coordinator

**RESPONSIBLE TO:** Events Sales Manager

### **OVERALL RESPONSIBILITIES:**

- To play a proactive role in the Catering and Events department and work towards the growth of the Catering & Events business. To ensure you proactively sell and maximise occupancy & revenue.
- To ensure all clients and potential clients receive a polite, professional and efficient service. Ensure all venue standards are maintained and all current legislation is adhered to.
- Work as part of the team to ensure that all contact with customers and guests transpires to become a reflection of the Inn's consistent delivery of the highest standards of product and service.

### **MAIN DUTIES & RESPONSIBILITIES- ADD TERM EVENTS**

1. Be familiar with and adhere to all Inn policies and procedures, including Departmental Standard Operating Procedure's (SOP's)
2. Actively participate in training and attend training sessions to enhance personal development.
3. Actively work as part of the team and ensure the department contributes to accomplish the Inn's objectives.
4. To be fully aware of the Inn's Events facilities.
5. To have thorough knowledge of room layouts, capacities, menus and the operation & installation of all audio-visual equipment.
6. Be aware of the Inn's future Events business.
7. Ensure all bookings for the Events business comply with the Inn standards.
8. Ensure bookings are managed to maximise sales, occupancy and revenue.
9. Upsell all Events Equipment, Food and Beverage and other venue facilities when bookings are taken.
10. Accurately input all clients requests into Ungerboeck (UB) the Inns Diary Management System
11. Assist the client with any special requests.



12. Ensure calls are made to future clients to confirm all requirements for the forthcoming Event, ensuring any changes to the requests have been communicated effectively.
13. To assist the accounts department in the collection of all outstanding payments.
14. Liaise with the Heads of Departments to ensure that client requests are met.
15. Ensure that all amendments, late bookings and special requirements are communicated effectively direct to the department Head for short term amendments.
16. Support the Events Sales Manager to ensure the weekly function sheets and amendments have been coordinated, collated, produced and distributed as per the Inn standards
17. Attend necessary meetings including the Function Sheet Meeting and team meetings
18. Any other reasonable request, as required by Management
19. Adhere to the Inns dress code.

## **CUSTOMER FOCUS**

1. Continually strive to enhance customer service.
2. Act in a professional and polite manner to all guests and customers at all times with both verbal and written communications.
3. Conduct telephone calls as per the Inn standard
4. Have a thorough understanding of the Inn's products and facilities to ensure customer and guests needs are met and exceeded.
5. Ensure all extra requirements of the client are dealt with effectively.
6. Ensure that there is somebody available in the office at all times during Office hours to answer any incoming enquiries.
7. Represent Middle Temple events at networking events (this maybe out of normal office hours.)

## **FINANCIAL AWARENESS**

1. Upsell wherever possible.
2. Ensure that a method of payment is agreed with the clients and credit is maintained in line with the Inn's policies and procedures.
3. Ensure all enquiries are followed up and effectively convert as many as possible into bookings and additional revenue.



4. Liaise with accounts to ensure all charges are invoiced correctly.
5. Liaise with the accounts department in the collection of outstanding payments.

**COLLEAGUES AND TEAM WORK:**

1. Act in a positive, polite and respectful manner towards work colleagues.
2. Actively work as part of the team to achieve the team and overall department objectives.
3. Support team members wherever possible to achieve the Inn objectives.

**DATA PROTECTION**

1. Ensure all personal details of customers and guests are recorded discreetly and kept confidential. I.e. name, credit card number

The responsibilities in the Job Description are subject to change from time to time to reflect the changes in business requirements.

***I confirm that I have read, understood and agreed to comply with duties laid out for the position of Events Sales Coordinator***

Name.....

Signature.....

Date.....