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| TITLE OF POSITION: Client Relations Executive  REPORTS TO: Senior Programmes Manager |
| **CONTRACT DURATION:**   * Permanent Role |
| KEY RELATIONSHIPS |
| **INTERNAL:**   * Head of Sales * Sales Manger * Sales Executives * Senior Programmes Manager * Head of Ticketing   **EXTERNAL:**   * Event Rightsholders and Sponsors * Third party collaborating agents and other global hospitality agencies * STH Group suppliers * Customers |
| **OVERVIEW** |
| STH Group is a leader in the creation of premium spectator experiences through unique and innovative travel and hospitality programmes at sporting events.  We require an experienced and enthusiastic Sales Administrator to be responsible for providing professional administrative and research support to the Head of Sales and UK Sales Manager and be responsible for organising and coordinating sales team operations and procedures to ensure effectiveness and efficiency. The role also requires managing key relationships with direct corporate clients, high net worth individuals, relevant third parties and rightsholders.  A key requirement will be to work closely with Sodexo Live!, finding and leveraging synergies with their sales teams for strategic markets or events. The successful candidate will ideally have 2 years’ experience in a similar role, preferably in the corporate hospitality and the events industries, demonstrating the ability to be a major asset within the sales team function and support the team in being successful across all of the projects they work on. |
| KEY RESPONSIBILITIES |
| * Providing administrative and research support to the Head of Sales, Sales Manager, and Senior Programmes Manager * Multiple mailbox management * Ensuring that sales information stored on the Order logs is kept up to date and is filed in a logical manner * Managing the production and timely distribution of meeting notes * Managing vendor/agent set up and procurement forms and questionnaires as necessary. * Producing reports as necessary using data from CRM and Sales Systems * Updating call & meeting tracker reports on a weekly basis * General sales administration (creating purchase orders, visitor bookings, internal telephone system management) * Assisting in the management of events (both match day and non-match day) held at sporting events, conferences or networking events: managing the guest invitation process, confirming guest lists, issuing invites, tickets and essential guest information, managing the catering & bookings and obtaining feedback as necessary * Assisting with the distribution of inbound leads (Emails, CRM, Phone messages) to the sales executives * Ensuring accuracy of data, correct use and pulling of reports on the CRM system * Taking ownership of post sales processes e.g., dietary requirements, validating addresses, collating feedback * Work with Sales, Programmes and Operations to ensure fulfilment of packages * Representing the company to clients, suppliers, venues, and other stakeholders from time to time * Developing and maintaining relationships with stakeholders including clients, suppliers, and venues * Assisting the Head of Sales and Sales manager in recruiting Sales team members and cultivating positive team dynamics * Supporting Induction Meetings to all new Sales team members * Complying with the Company’s policies and procedures * Maintaining good working relationship with other members of staff * Support any other ad-hoc tasks |
| PERSONAL ATTRIBUTES |
| * Strong Organisational skills * Thrive on developing best practices for better efficiencies across the sales team * Motivation, enthusiasm, self-discipline, and focus * Commitment to preparation and planning * Contribute and work within a team environment * Manage time and prioritise tasks |
| KEY COMPETENCIES/SKILLS |
| * Skilled in Excel and PowerPoint tools * Good general IT/Tech systems knowledge * Strong communication * Professional written client comms and telephone manner * Resilient mind-set * A passion for sport would be beneficial. |