

Job Description – Conference Team Manager

Key Objectives & Purpose:

- To manage all client venue finds from brief to completion
- Sourcing of over 20 suppliers and management both UK and internationally
- To ensure outstanding operational excellence
- To oversee the day-to-day operational running of the team.
- Achieve margin percentage set for the department
- To live and breathe our values ensuring they are at the heart of all business relationships and decisions.
- To manage daily, weekly or monthly reports
- To be part of the SMT (Senior Management Team) and to contribute to all departments with the growth and success of the business in mind

Role Responsibilities

- To be a best-in-class manager for the department and ensuring excellent communication with:
 - Weekly 1-1's
 - Weekly huddles
 - Quarterly objective reviews
 - Annual appraisals
 - Quarterly team meetings
- To work closely with the Finance team to ensure WIP is in a good place at all times.
- To work closely with the Account Management Team to ensure all clients are satisfied, support with key meetings etc
- To assist the company in achieving the agreed EBITDA figure each year.
- To attend the monthly SMT meetings.
- To complete the full HR process for the Venue Finding team from recruitment to leaving.
- To ensure a Standards and Procedures manual is created/maintained for the Venue Finding department
- To attend one Kit Day (Keeping in touch) day per month.
- To attend two key stakeholders client event per year.
- To attend the weekly WIP meeting
- To host the daily huddle (on Mon, Wed & Fri)
- To be a key team member in the monthly forecasting
- Managing client enquiries from initial enquiry through to completion of booking.
- To ensure that telephone calls are answered within SLA.
- To ensure that deadlines and client SLA's are met.
- To negotiate the best rates on behalf of clients.
- To prioritise workloads and support the team in order to fulfil client needs.
- To proactively learn and follow specific client and internal processes.
- To be confident in contract checking and scrutinizing the detail.
- To be fully competent in using The Gratis booking tool, with maximum efficiency in mind.
- Using Gratis to produce high quality proposal and confirmation documents.
- To follow up after every booking with a courtesy call and to understand future requirements.
- Using Gratis to ensure daily actions are used as a task list and kept up to date.
- To be responsible for collecting final invoice once a booking is complete, ensuring commission levels are set correctly in Gratis and reconciling to match the final invoice – ensuring SLA is met..
- To support the Commercial area by proactively negotiating enhanced commission, requesting credit facilities, and being aware of deals in place.
- To maximise all product knowledge opportunities by hosting suppliers visiting the office, accompanying client on-site inspections, attending external product knowledge days and attending trade shows.
- To ensure that knowledge is shared within the company.



Find Us:

The Barn
Lotmead Business Village
Wanborough Road
Swindon
SN4 0UY

Connect with us:

+44 (0)1793792200
info@vande.co.uk
venueeventsint.com

- To generate venue referrals in Gratis.
- To ensure that documents are stored in the correct places on the Shared Drive.
- To live and breathe the Company values and ensure that all the team follow suit.
- To ensure the Company maintains a fun, socialising and hard-working environment

Experience

- At least 4 years' experience in a client facing venue find role
- 1 years' experience in supervising a minimum team of 4

Skills & Qualifications

- An understanding of venue finding and events.
- Negotiating skills.
- Worldwide venue & destination knowledge desirable, not essential.
- Able to work under pressure.
- Excellent team player.
- Be able to prioritise your work, have excellent organisational skill and a real eye for detail.
- Be passionate in your approach to work, committed, hardworking and a real team player.
- Be a fast learner and creative thinker, have the ability to think outside of the box.
- Be flexible to changing working demands.
- Have the ability to work to strict and tight deadlines.
- Be a good decision maker and exercise appropriate judgment.
- Be of strong intellectual ability.
- Be able to build internal and external relationships.
- Have excellent written and verbal communication.
- Have the ability to work on your own initiative as well as follow direction when required.
- Be IT literate with a particular focus on Excel and PowerPoint and experience of working with databases.

Required Competencies

- Trustworthy; integrity; enthusiastic; can-do; passionate; driven; make things happen!

OUR COMPANY VALUES: Elegant | Together | Innovative | Real | Focused

Reports to

- Global venue sourcing ops director

Direct reports

- Conference Supervisors
- Conference Planning Executive

Work Hours and Benefits

- Monday – Friday 9.00am – 5.30pm. Please note this role requires travel which may incorporate an earlier start or a later finish.
- 20 Days holiday rising to 25 days after 5 years' service



- Company laptop
- Company mobile phone
- Annual SMT financial target bonus

Signed

Date

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