

## Job Description – Global venue sourcing ops director

### Key Objectives & Purpose:

- Evolve our venue finding proposition that exceeds customer expectations
- To develop, coach and lead a first-class sourcing team, with a wide and rich knowledge of global venue and destinations, ensuring that our ear is kept to the ground and we continue to embrace the meetings and events industry
- To encourage the team to focus on delivering the right solution for each sourcing request, rather than just a list of options
- To continuously grow and mentor individual expertise and knowledge within our award winning team
- Be consultative in your thinking and lead by operational excellence
- Lead on our venue finding strategy, with the use of insights and data to make formed decisions and create new ways of working and considered changes
- Challenge the team and ourselves on how we can hit our annual margin targets
- To develop a high-touch service for high value enquiries that delivers exceptional solutions, with out of the box ideas and underpinned by additional revenue opportunities
- To strategically move the division forward in procurement, operations, streamlining processes, managing our system, standards and procedures
- Achieve ongoing revenue, margin and qualitative objectives to compliment the overall growth strategy of the business and elevating our aspirations of maintaining our status of “award winning”
- Be confident in contributing to new pitches and tenders, to maintain and secure new business, showcasing our knowledge and expertise
- To ensure outstanding operational excellence aligned to our accreditations
- Achieve all objectives set for the department
- Monitor and drive robust procedures that mitigates risks to customers, partners and our business
- To support the business in making us an employer of choice
- Maintain excellent partner relationships to enrich our venue finding proposition
- To live and breathe our values ensuring they are at the heart of all business relationships and decisions
- 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 work closely with Procurement Director to help support our income and margin aspirations.
- To work closely with the Financial Director and Finance team to ensure that all operational KPI's in finance are met.
- To work closely with the Account Management Team to ensure all clients are satisfied, SLAs met, support with key meetings etc
- To monitor forecasting and operational budgets and overheads on a monthly basis.
- To monitor data to look at key trends forming and align to financial risks and opportunities
- To assist the company in achieving the agreed EBITDA figure each year.
- To ensure operational KPI's are met with targets for events team and operational team and their subsequent revenue per each FTE.
- To ensure a Standards and Procedures are reviewed and amended as required for the benefit of the division
- To attend monthly board meetings.
- To become familiar by visiting our top 20 venue finding stakeholders either on an event or in their offices.
- To attend one Kit Day (Keeping in touch) day per month.
- To attend ten key stakeholders client event per year.
- To be a key team member in the monthly forecasting
- To ensure that deadlines and client SLA's are met.
- To be the master in contract checking and scrutinizing the detail.
- 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 ensure that knowledge is shared within the company.
- 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 5 years' experience in managing a team
- Proven track record in results for
  - Financial targets
  - Team success, development and effective leadership
  - Working closely with procurement

#### Skills & Qualifications

- An understanding of venue finding and events.
- Successful team management
- Successful team evolution
- Revenue accountability and ownership

#### Required Competencies

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

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

#### Reports to

- COO

#### Direct reports

- Conference Team Manager

#### 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.
- 25 Days holiday
- Company laptop
- Company mobile phone
- Annual SMT financial target bonus

Signed

Date

#### Find Us:

The Barn  
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we are the  beat for your events

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