**Venue Account Manager**

**Job description**

**Background**

Grandstand Stoneleigh Events manages the NAEC Stoneleigh venue which hosts a diverse range of exhibitions, corporate conferences, national sporting events, and outdoor events. The venue typically services around 300 events per year. The Company also provides other in-house services such as hotel accommodation, catering services, security, and transport management.

This role will suit somebody who is established within the events or hospitality industry who is looking for an exciting new challenge, but the Company will consider applications from all sectors.

**Key Responsibilities**

The Venue Account Manager will report to, and work closely with, the Head of Venue Sales. With the Head of Venue Sales, the Venue Account Manager will,

* Have a portfolio of existing key Grandstand customers and be responsible for dealing with their enquiries, maximising revenue from their events and generally managing client retention.
* Identifying and developing new business opportunities.
* Responding to general inbound enquiries that the company receives within agreed time limits.
* Promote all of Grandstand services including the hotel and catering function.
* Support marketing campaigns, competitor analysis, sales events and other related activities.

In addition to the sales responsibilities already outlined, the Venue Account Manager will,

* Arrange and carry out site visits and familiarisation trips with existing and potential clients.
* Use CRM system to ensure up to date information is provided to all company departments but with particular reference to enquiry management, sales information and space utilisation.
* Ensure an effective handover of client and event information is communicated to the Venue Event Management team for confirmed contracts.
* Attend industry events and network with existing and new clients.

**Experience**

The applicant will have a least two years’ experience, ideally in a similar field, and a customer focussed approach. In addition, the application will have:

* Excellent written and verbal communication skills.
* Confident user of all aspects of Microsoft Office Suite.
* Ideally experience of using a CRM system. Grandstand use the IVvy CRM system.

**People Skills**

The company is looking to recruit an individual who has an enthusiastic, professional and proactive approach to work and who can manage their day to day workload without the need for close supervision. Other key skills include:

* Attention to detail
* Self-motivated
* Ability to work well within a team
* Task driven and deadline focused
* Flexible approach to work

The applicant must also have a full UK driving licence and own car.

**Job Type**: Full-time

**Schedule**: Monday to Friday

Want to be a part of a growing sales team with a passion for all things events? Get in touch now!