



**SALES AND EVENTS MANAGER
DERBYSHIRE COUNTY CRICKET CLUB**

We are looking for an experienced Sales and Events Manager to join our small team to help create a seamless, world class experience for our guests, whilst maximising revenue and providing year on year growth of the Conference & Events business at the County Ground.

Duties & Responsibilities:

- Respond efficiently to all incoming enquiries (including phone, email and social media channels) converting to sales and maximizing revenue
- To prepare quotations and proposals including the preparation of rate agreements for key client accounts
- To develop the key accounts strategy and revenues expectations
- To assist and oversee account management of clients for retention and growth
- Manage and utilise our booking systems to ensure best utilisation of space
- Pro-actively identify business leads and sales opportunities to grow and evolve the business
- Attend events and major matchdays where the requirement is to assist with set up and delivery

- Supervise defined aspects of an event to ensure excellent customer service and a fantastic end to end event delivery
- Become an integral member of the team understanding the operation of all aspects of the department whilst working closely with other departments (Commercial, Marketing and Operations) to deliver cricket and event hospitality
- To develop a strong knowledge of the Derbyshire C&E sector and to translate this into current and up to date competitor analysis on local venues and apply competitive intelligence to suggest recommendations for improvements on client services and critical success factor
- To possess a clear understanding of the company business plan and be responsible for ensuring that all targets relating to the C & E sales function and team are achieved in order to meet the overall objectives
- Forging relationships with neighbours, corporate contacts, venue finder agencies and event companies
- Know the product: understand the menu and wine & beverage list together with hospitality service standards
- To produce accurate function sheets to the set deadline, confirming all event timings, numbers and requirements, ensuring that all information is imparted and available to the Operations Team
- On the day of an event/s make it your business to meet each client to ensure their expectations are being exceeded
- To ensure other services a client may request are booked for their event
- To contact each client following an event to gather essential feedback and establish future bookings at the venue
- Manage all internal bookings for all club personnel
- Identify gaps and produce initiatives to help fill them
- Following up customers for post event feedback and undertaking customer satisfaction surveys

Skills, Knowledge & Qualifications:

- Commercial & financial management: maximizes profitability within the venue to help towards the company vision
- Sales management: to ensure maximum sales conversion of all enquiries and new business achieved at the venue
- Client management: building and maintaining excellent client relations to ensure a successful venue
- Event Management: to deliver the best service to our clients
- Matchday Operations: supporting the team delivering matchdays in an operational role

- Experience of developing a proactive sale pipeline
- Previous knowledge of booking systems and maximising their use to develop the business
- A genuine desire to go above and beyond to make our guests feel special by exceeding their expectations
- Enjoy working in a busy and bustling environment
- Be a good communicator, highly organised with a desire for knowledge
- Initiative to get the right things done at the right time
- A can-do attitude
- Experience in event delivery
- Strong customer services experience
- The ability to prioritise tasks and work effectively under pressure.

What we can offer you:

- A competitive salary
- 25 days paid holiday plus bank holidays
- Free on-site parking
- 2 free tickets to every Derbyshire County Cricket Club home match
- Employee Assistance Programme
- Staff discount with Samurai on-line purchases and legal fees with a local firm of Solicitors

To apply please send your up-to-date CV **with a covering letter detailing your suitability for the role** to Viv Sheppard, HR and Wellbeing Manager at Derbyshire County Cricket Club via jobs@derbyshireccc.com.

The closing date is 5pm on 7 February 2025.

Derbyshire County Cricket Club is committed to safeguarding and protecting the children and young people that we work with. As such, many posts are subject to a safer recruitment process, including ECB DBS clearance which is mandatory before taking up certain roles. We ensure that we have a range of policies and procedures in place promoting safeguarding and safer working practice across our services.

Derbyshire County Cricket Club will ensure that all existing and potential employees receive equal consideration and is committed to the elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, religion and age. It is the intention of Derbyshire County Cricket Club that its workforce, at all levels, should reflect the composition of the City's population. To achieve this Derbyshire County Cricket Club will take active and positive steps to eliminate discrimination, reduce the effects of past discrimination and to promote equality in employment.