Job Description

Job title: Sales Account Manager
Department: Conference and Catering
Reporting to: Manciple
Work closely with: Conference and Events Team
Location: Jesus College, Cambridge
Hours: Working an average of 37.5 hours per week.
Holidays: 25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work public holidays, in which case a day in lieu will be given.
Salary range: £35,128 to £37,279 – Jesus College Salary Scale Point 35 to 38

This job description is a guide to the work the post-holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Job summary

▪ To develop new business through pro-active sales, acquire new customers and build robust relationships with external organisations (70%).
▪ To respond to all conference and events enquiries in a timely manner recommending the best solution for the client in order to confirm and contract the business (30%).
▪ To work with the Manciple to develop and implement an annual sales and marketing strategy leading to maximise conference and events revenue to meet budgeted targets.
▪ To promote the College and its conference and events facilities and products to existing and new customers through face to face meetings and presentations, visits and telephone calls, including show rounds and attendance at key industry events.
▪ To always maintain a high level of customer care and to provide an efficient and professional event management service.

Main Responsibilities

▪ Responsible for maximising business growth through proactive selling and effective conversion of enquiries for all the different College activities (conference, dining and accommodation).
▪ To identify and exploit new business opportunities through research and capture of new clients locally and nationally from buoyant market sectors.
▪ Proactively research and monitor the local and national market, industry trends to ensure that our services and their prices are competitive in order to maintain optimal occupancy levels and revenue.
▪ Undertake in-depth account management to develop strong customer relationships and carry out all duties with high levels of customer care ensuring high levels of customer satisfaction.
▪ To establish and manage sales systems ensuring details of all client enquiries, profiles, their requirements and interests, and relevant sales activity are kept up to date.
▪ To develop expert knowledge of the events and bookings management system used by the college (Kinetic’s) in order that all data are accurately captured.
Attend meetings, key industry events and take an active role with our external partners such as VoE, MIA, HBAA, MC when necessary.

- Being aware of the daily and weekly calendar of events and liaising with the Catering and Conference Teams to ensure that all departments work together to deliver the events professionally and smoothly.
- To assist the conference team in the delivery of conference activity, where additional support is needed.

**Additional Responsibilities**
- Any other task as may be required from time to time as directed by the Manciple and Domestic Bursar, commensurate with the role, level of responsibility and person specification.

**Contacts and Communication**
- The post holder will have contact with a wide range of international, national and local clients, both academic corporate and private. Within the College, contact with Fellows’ Students, Staff and Old Members will be significant. Communication is by all methods and relates to all aspects of the conference and event management process, e.g., handling initial enquiries and providing advice on facilities and the most appropriate venue and configuration; representing the College at trade and exhibition fairs and in-house public relations events; co-ordinating facilities and services such as AV, IT and catering to ensure that all requirements are in place.

**Scale of Responsibility**
- To undertake tasks in an efficient manner with minimal supervision and referring queries as appropriate.

**Problem Solving**
- Assessing each business enquiry to ensure that requirements are realistic and that the organiser/customer is abiding by the contracted terms and conditions. Identifying and resolving any issues that may be identified through this process.
- Resolving problems arising from late alterations to client requirements. Identifying and communicating agreed alterations with the client and responsible departments.
- Any problems relating to bookings on a day-to-day basis.
- Where necessary the post holder will consult with the Manciple on the most appropriate solution to a problem, and in general ensure he/she is advised of any problems or difficulties which may adversely affect the smooth running of an event.

**Direction of Work/Advice and Guidance Received**
- The post holder will be expected to initiate progress and prioritise work without daily direction.
- When required advice and guidance will generally be sought from the Manciple.

**Additional Information**
- During some weeks of the year, the contracted hours of work may vary in line with departmental needs. Given the nature of the College business, full flexibility in terms of hours and working days is required.
Benefits
- Membership of a defined contribution pension scheme with a death-in-service benefit of two times salary
- Membership of a healthcare cash plan
- Free daily staff lunch when in College
- Access to a range of family friendly policies and welfare support services, including maternity coaching
- Non-contractual bonus payment
- Staff Forum and a Staff Social Committee that organises Christmas & Summer staff events
- Cycle to work scheme
- Use of the College Gym, Tennis courts and Library

Probation period
- The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be one months’ notice on either side.

Equal Opportunities and Data Protection
- The College is actively committed to including and supporting all under-represented groups, and promoting an inclusive culture, valuing diversity. The College encourages applications from all sections of society.
- The College has a responsibility to ensure that all employees are eligible to live and work in the UK.
- In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy. Please ask the HR department for further details if required.

How to apply
Please download and complete our College Application and Equal Opportunities Forms, which can be found online at www.jesus.cam.ac.uk/college/people/vacancies

Completed forms along with a copy of your CV and Covering Letter setting out your suitability for this post, must arrive by 12 noon on Monday 21 February 2022. Please send completed forms to Angela Abbott jobs@jesus.cam.ac.uk.