



Candidate Information

Position:	Temporary Sales and Bookings Assistant
School/Department:	Campus Food and Drink
Reference:	19/107115
Closing Date:	Monday 4 February 2019
Salary:	£17,751 - £20,836 per annum (potential to progress to £22,017 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Tuesday 19 February 2019
Duration:	12 months

JOB PURPOSE:

As part of the Campus Food and Drink team at Riddel Hall, the post holder will assist with the promotion, research and prospecting of new and potential conference, banqueting and event business. Provide a professional and effective interface with prospective new and existing clients. Deal with a wide range of enquiries and undertake cold calling to make sales enquiries and secure business in order to meet and exceed monthly targets.

MAJOR DUTIES:

1. Assist with the conversion of new and existing event, conference and banqueting business by undertaking relevant research, providing relevant information to clients on room hire/catering rates and availability, recording client information on the CRM and booking management system - Kx Conference system. Undertake cold calling to secure business to meet and exceed monthly targets.
2. Provide a professional and well-informed interface with prospective new and existing clients.
3. As a member of the clerical team provide support to the operational team to contribute to the efficient and effective delivery of Riddel Hall services, financial processes and purchases, organising and servicing meetings, producing/updating and printing materials and maintenance of office systems and processes.
4. Deal with a wide range of enquiries from students, staff and visitors, by telephone, email or in person, and provide them with the relevant information.
5. Assist the team to provide a customer focused friendly and efficient busy front of house service to all visitors to Riddel Hall in a courteous and professional manner and provide a consistent, high level of customer service either face to face by email or phone to include carrying out show rounds as and when required.
6. Oversee the use and maintenance of equipment and items used for events and ensure they are in working order. Organise building maintenance through Planon and communicate with relevant suppliers and central departments such as Purchasing and Estates.
7. Process purchase orders, invoices and expense claims, and assist in the monitoring of the Department budgets through the University's financial system (QFIS) (P2P).
8. Where necessary, assist in the planning and operational delivery of University events, providing pro-active service to ensure that customer needs are exceeded.
9. Cover the reception area as and when requested.
10. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

Planning and Organising:

1. Prioritise, plan and organise own work within set parameters to ensure operational efficiency.
2. Refer to more senior colleagues for prioritising and scheduling of non-standard work.

Resource Management Responsibilities:

1. Monitor and take responsibility for day to day financial requirements, e.g. monitor petty cash, charge other department for supply of items.

2. Guide and support junior colleagues in own area in use of basic equipment, procedures etc.

Internal and External Relationships:

1. Develop and maintain a network of relevant contacts and awareness of who key individuals are e.g. The Institute of Directors, NICPLD, the Leadership Institute and QUMS.
2. Liaison with other University offices, students and outside bodies on event related issues e.g. Estates Department, Media Services, Vice Chancellor's Office.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSE's at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration.

(Applicants must demonstrate evidence of relevant qualifications at the level stated. Only stating higher qualifications will not be accepted. Candidates who do not provide evidence of the qualifications as stated will not be shortlisted.)

2. Minimum 2 years' relevant sales/telesales experience working in a Hotel, Conference Centre, Arts Centre or similar environment, to include:
 - Experience of researching, prospecting and making telesales appointments to secure new business.
 - Experience of involvement in sales campaigns and meeting monthly sales targets
3. IT literacy and ability to use computer packages relevant to area of work.
4. Attention to detail when working with significant volumes of information and handling payments.
5. Ability to record, store and retrieve information.
6. Evidence of excellent oral and written communication skills.
7. Experience of face to face, telephone and external enquiries in a confident and professional and friendly manner.
8. Evidence of being customer focused and of having provided excellent customer service in a relevant environment.
9. Friendly, outgoing and confident.
10. Ability to work on own initiative and as part of a team.
11. Flexible, willing to adapt to new tasks and duties.
12. Ability to make decisions and to plan and prioritise within remit of post.
13. Organised, methodical approach to work.
14. Excellent presentation in keeping with a customer facing role.
15. Able to work unsocial hours, including weekends and evenings to support business requirements.

DESIRABLE CRITERIA:

1. Working knowledge of a Customer Relationship Management system.
2. Experience of assisting in the delivery of events and conferences.
3. Experience of undertaking successful sales campaigns.
4. Experience of taking and recording bookings and use of booking management system.
5. Good knowledge of using databases to maintain client records.