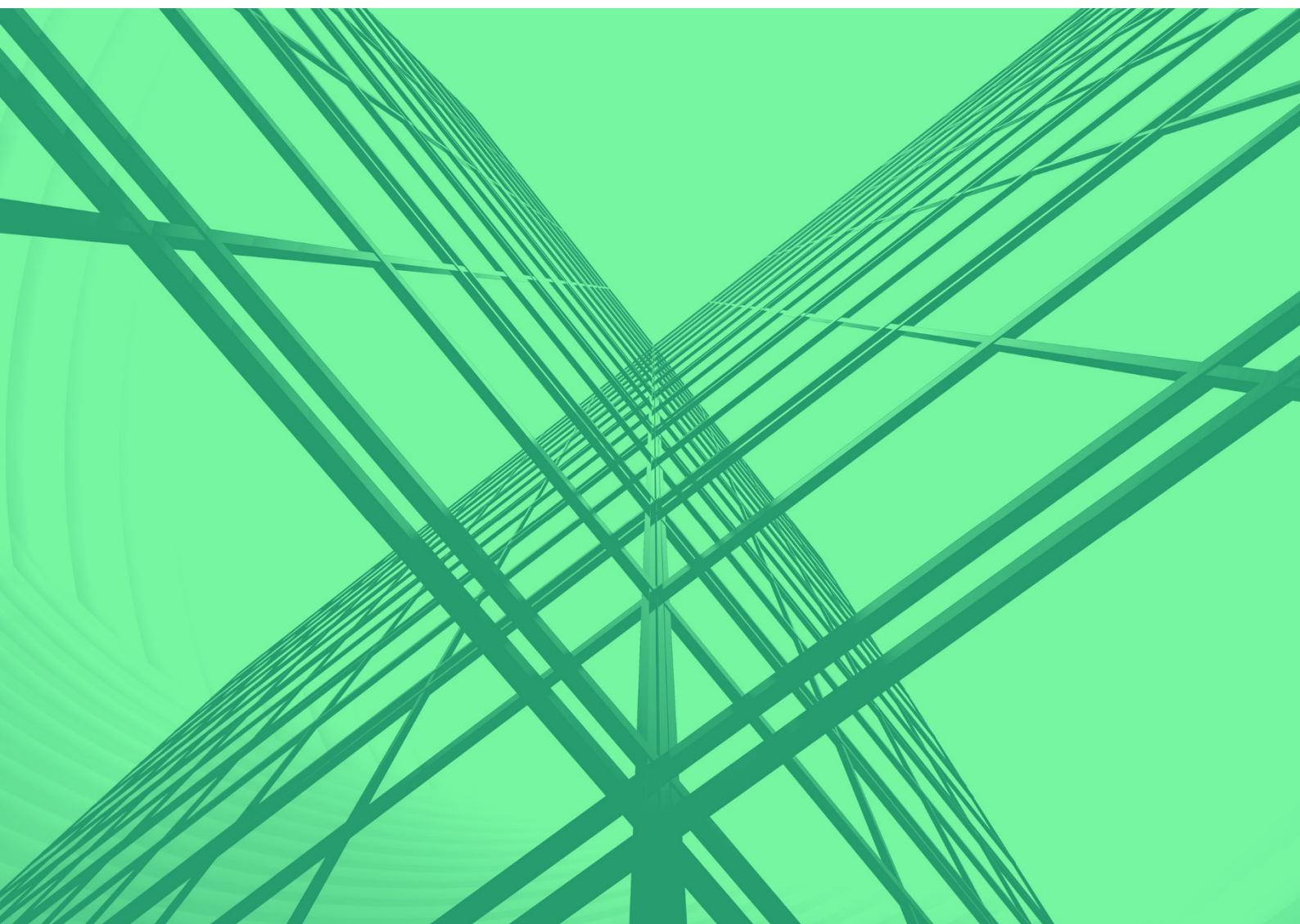


Sales and Venue Coordinator

CANDIDATE PACK

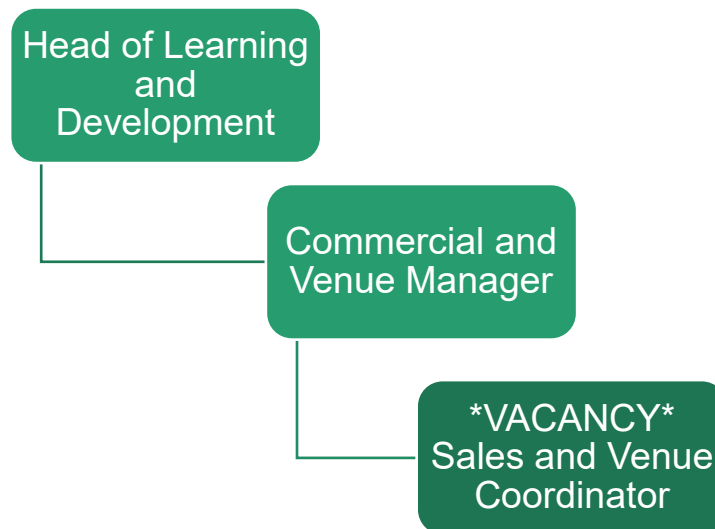
Full Time

35 hours per week



The Sponsorship and Venue Team

Our Sponsorship and Venue Team are a small team of two that report into the Head of Learning and Development.



This is a newly created position which involves identifying customers' needs and tailoring the correct solutions to ensure events run smoothly and expectations are met. You will take ownership of the delivery of events and meetings from initial sign off to post-event reports and feedback.

You should have an excellent telephone manner and written communication skills to be successful in the position as you will be liaising with customers over the phone, email and face to face. Communication with clients is key to fully understand their requirements and offer the best package and customer service available.

As well as managing all inbound enquiries relating to venue hire and booked meetings, you will be involved in the proactive development of existing accounts, strengthening relationships with external partners such as caterers, AV hire etc.

Other duties include preparing contracts, updating Condeco (room booking system) and the CRM system, issuing invoices, following-up payments, preparing rooms and catering for events, and supporting the front of house team.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 65 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open-plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4-7

Salary and package details page 8

How to apply page 9

More about us :

Our organisation, governance and values page 10

Organisational Structure page 11

Job description and person specification

1. Job details

Job title:	Sales & Venue Coordinator
Reports to:	Commercial and Venue Manager
Date:	November 2021
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To drive venue hire sales by maximising lead conversions and closing sales effectively.

To take full ownership of the delivery of all events and meetings, from sign off to post event reporting/feedback.

To assist front of house and facilities operations teams in event delivery, reception duties and ensure a high-level of customer service within the venue for all areas related to front of house, events and catering.

3. Role and responsibilities

1. Manage the existing customer base, seek out and cultivate new business opportunities which convert into sales and achieve ambitious revenue targets.
2. Create proposals and secure business and contracts to achieve and exceed sales targets
3. Coordinate all event details with clients both internal and external, create function sheets and work with facilities to ensure smooth delivery of all events including meet and greet with clients on the day and maintaining a high degree of visibility and a hands-on approach throughout the event. (This will include "out of hours working").
4. Act as point of escalation for all clients to resolve any problems or complaints.
5. Prepare profit and loss statements and reports.
6. Ensure deposits and pre-payments for all events are secured and POs and invoices are raised and reconciled according to finance SLAs.
7. Actively gain customer feedback and use the information to improve the offering at any given event.

8. Possess awareness of current food, drink and hospitality trends and incorporate those trends into sales and marketing plans
9. Input all bookings (internal/external) into Condeco, the booking management system, and ensure all event information is recorded accurately and effectively conveyed to the Facilities team.
10. For all internal and external meetings and events, ensure catering orders are accurately placed and that the catering is delivered on schedule.
11. Liaise and work with the Facilities Team to prepare meeting rooms in advance of bookings:
 - a. Order and take delivery of all catering, arrange refrigeration storage, prepare and distribute catering and beverages as requested by the client.
 - b. Ensure all equipment is in good working order and any issues that arise are reported to the Facilities Team.
 - c. Informing the Facilities Manager in good time where items need to be re-ordered.

4. General responsibilities

1. Attend weekly meetings to ensure events are executed to a high standard.
2. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
3. Participate in the front of house team rota, including lunch breaks, out of hours and holidays to ensure business needs are satisfied.
4. Comply with all health and safety aspects associated with the role paying particular attention to food hygiene standards, allergens, fire warden procedure and first aid protocol.
5. Comply with all Institution Policy and Procedures.
6. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. All members of the Institution.
2. All employees of the Institution.
3. External parties - Members of the public, 47 Bastwick Street clients, visitors, corporate caterers etc.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
A good standard of education, including a minimum of GCSE grade C or 4 or equivalent qualifications in Maths and English.	E
An understanding of profit and loss statements	D
An understanding of the processes required for venue sales and event delivery.	D
<u>Skills</u>	
Excellent interpersonal and communication skills with the ability to understand the needs of the client and provide superior customer service in a professional and corporate setting.	E
Excellent organisational skills, able to work independently and exhibits a systemised/methodical approach to managing a multi-event workload, with the ability to work calmly under pressure to meet deadlines.	E
Attention to detail, accuracy and ability to check detailed information.	E
Numerate, able to process and prepare basic financial information	E
Able to work in a small team and collaboratively with colleagues in other departments.	E
Willingness to work flexibly, be adaptable and resourceful.	E
Sales focused with the ability to problem solve in the moment and the confidence to negotiate and close business successfully and consistently.	D
IT Skills:	
Outlook and Word to Intermediate/Advanced standard. Basic PowerPoint and Excel.	E
Administration of a room booking system (ideally Condeco).	D
Use of Video conferencing and AV systems.	D
<u>Experience</u>	
Taking and handling meeting room bookings including organising equipment, catering and hospitality etc.	E
Acting as point of escalation to resolve problems/complaints.	E
Working in line with service standards to ensure an efficient and professional service is provided.	E
Gaining and reviewing feedback and reporting outcomes to suggest improvements.	E
Basic financial processes (For example managing stock control, raising purchase orders, checking invoices, budget reporting, etc).	E
Promoting and selling venue hire space ensuring client satisfaction which supports repeat business	D

Criteria	Essential/Desirable
Briefing and supporting client contacts on the use of AV, conference calling equipment etc.	D
Acting as the first point of contact, use of a switchboard to redirect calls, taking messages and giving out basic advice/handling first line enquiries, ideally gained in a corporate environment.	D
Meeting and greeting on a front of house corporate reception.	D
Other	
The job holder will need to be flexible – working outside the normal office hours as required by event bookings. (Flexitime will be provided).	E
<p>The post holder will undertake the following mandatory training upon joining:</p> <ul style="list-style-type: none"> • Basic Food Hygiene • Health and Safety in a low-risk office environment • Fire Warden • First Aid 	

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: circa £25,000 per annum FTE subject to experience

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

Benefits on commencement:

- Life Assurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme (UNUM Lifeworks)
- Pension- can join the pension scheme from any date after commencement in Tier one (employer 5%, employee 3% minimum contributions)

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 5%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 8%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform (Lifeworks)
- Full access to additional health services (e.g. counselling, physio, virtual GP) via an app-based service (Help@hand)

On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by BUPA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Paid parental leave at rates of pay higher than statute, subject to service requirements as per the current policies

How to apply; the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK.

The Institution does not hold a visa sponsor licence, therefore, applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post (Ryan Kowo) and a member of the Human Resources Team. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution. The second stage of the selection process will be a face-to-face interview with Ryan and The Head of Learning and Development (Sunita Dhawan).

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 65 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values

We strive towards a structural engineering profession that is built on competence, accessibility, and community.

Competence

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

Accessibility and diversity

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

Community

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](#).

Organisational Structure

