

## JOB DESCRIPTION – APRIL 2022

The Charterhouse is an almshouse, heritage site, and museum based near the Barbican, providing residential care to a community of older people since 1611. Situated on 7 acres in central London, many of our buildings date back to the Tudor period, with elements of medieval, Victorian and more modern architecture. With links to some of the most famous people and periods throughout English history, this is an incredible and unique place to work.

Our mission is to provide a home, a community and lifelong care for older people in need, while sharing our heritage and investing in it for future generations.

For further information about the Charterhouse please see our website: [www.thecharterhouse.org](http://www.thecharterhouse.org)

<b>Job title:</b>	Venue Hire Sales Manager
<b>Working Pattern:</b>	Full time – Monday to Friday (35h per week)
<b>Salary:</b>	Up to £32,000 per annum
<b>Location:</b>	The Charterhouse, Charterhouse Square, London, EC1M 6AN
<b>Duration:</b>	Permanent
<b>Notice Period:</b>	2 Months
<b>Department:</b>	Venue Hire
<b>Line Manager:</b>	Head of Venue Hire
<b>Job Summary:</b>	<p>The prime function of this role is to grow business profitably, both reactively and proactively and to retain and develop our existing database of clients to maximise profits. To ensure high quality service, creating proposals, managing client delivery projects, fulfilling our contracted promises to clients consistently which dovetails and leads to successful account management.</p> <p>To act as an ambassador for the Charterhouse ensuring to support the Charterhouse’s charitable mission.</p>
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• To deliver the Venue Hire sales strategy effectively, with an understanding of the Charterhouse purpose to maximise sales and profitability.</li> <li>• To directly assist the Head of Venue Hire in the delivery of our annual sales targets.</li> <li>• To contribute to the development of customer care policies to ensure proactive and responsive customer-focussed service.</li> <li>• To act as the customer’s primary point of contact for all planning activities from initial negotiation to completion of event and post-event care.</li> </ul>



	<ul style="list-style-type: none"><li>• To conduct site visits to showcase the venue, explain the services and terms and conditions, and to negotiate any resulting booking, including 'up selling' to maximise opportunities where appropriate.</li><li>• To ensure that all planning activities and chases are completed within the approved time periods in an efficient, organised and professional manner and further communicated with other departments and the Brothers if necessary.</li><li>• To manage and further develop relationships with approved suppliers and ensure all support services are provided in a safe, efficient, timely and customer-focused manner. On the day, to meet and greet the client to check that the services are delivered as requested.</li><li>• To produce effective reporting of events using show reports, and any other reporting available.</li><li>• To line manage the Assistant Venue Hire Manager with a development plan in mind.</li><li>• To build robust administrative process to support the Venue Hire operation and smooth communications cross-departmentally.</li><li>• Oversee all invoicing, accounting, financial reconciliation, and monthly reporting.</li></ul>
<b>Key Skills:</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Two or more years' experience in event sales management at Manager or Assistant Manager level.</li><li>• Hands-on experience of booking, diary management, quoting and managing/delivering events.</li><li>• Ability to multi-task and manage events for up to 600 guests at all stages of planning, development and execution.</li><li>• Excellent customer service skills.</li><li>• Experience in line management, briefing and motivating mixed teams of staff.</li><li>• Excellent communicator who can flex their communication style to suit the situation and audience.</li><li>• Experience in managing clients' accounts and contracts.</li><li>• Experience of working under pressure, to tight deadlines and producing accurate results.</li><li>• Knowledge of relevant Health and Safety and Fire Regulations.</li><li>• Good working knowledge of Microsoft packages particularly Word, Outlook and Excel.</li><li>• Proficient with numbers and accounting.</li><li>• Flexible approach to duties and working hours and a willingness to work anti-social hours as required.</li><li>• Dedication to fostering diversity and representation, with a demonstrable ability to work with people from a wide variety of backgrounds and age.</li></ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Qualification in Event Management.</li></ul>



	<ul style="list-style-type: none"><li>• Experience of filming/ photoshoots and wedding events.</li><li>• Experience using Sage200, event management system or any other CRM software.</li><li>• Experience of working in a heritage sector or a cultural venue.</li><li>• An interest in history.</li><li>• Proactive interest in latest trends in event industry.</li><li>• Creative flair.</li><li>• Knowledge and experience of marketing an events venue and developing a social media (Twitter, Instagram etc.) presence and brand.</li></ul>
<b>Experience:</b>	Experience in event sales management, high-profile event creation and project management as well as liaising with contractors, stakeholders, and team members at all levels.
<b>Requirements:</b>	<p>The Charterhouse is a 7 day a week operation and it regularly hosts events outside of its core hours; flexibility to work occasional weekends and out-of-hours is therefore a requirement of the role.</p> <p>This position requires a Basic Criminal Records check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to the Charterhouse's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the Charterhouse's staff and collections.</p>
<b>NB. This job description reflects the requirements of the Charterhouse as of April 2022. The role and duties of the post are subject to change in line with the future development of the Charterhouse. The Charterhouse reserves the right to make such changes as are necessary and any changes required will be discussed with the post-holder as appropriate.</b>	