

Revenue and Sales Coordinator

Fixed Term Contract – 6 months

Department: Sales and Events, OGS	Reporting To: Revenue Manager	Salary: £26,000 per annum
Location: Westminster / Home	Hours: 36.25 hours per week	Holiday: 23 + 2 fishing days per year
Date of Advertisement: 28/10/2022	Closing Date: 11/11/2022	Interview Date: TBC

The Organisation:

The Institution of Civil Engineers (ICE) is an international membership organisation that promotes and advances civil engineering around the world. ICE is a qualifying body, a centre for the exchange of specialist knowledge, and a provider of resources to encourage innovation and excellence in the profession worldwide. The headquarters for ICE are based in One Great George Street which doubles as an award-winning central London conference centre, event, and wedding venue.

The role

The Revenue and Sales Coordinator is charged with reacting to internal and external enquiries or bookings for room sales at One Great George Street, offering high levels of customer service and maximising sales to meet budget. You will assist colleagues whenever possible to ensure that customers receive a professional and impeccable service, demonstrating our customer promise of “One Great Venue...One Great Standard”.

Duties and responsibilities

- To respond to all enquiries from clients, ensuring that quotations and brochures are sent out within 24 hours, provisional bookings are chased regularly, and all calls are logged within the diary. Providing minimum conversion time from provisional to confirmed bookings and actively gaining contracted revenue in the diary.
- To show prospective clients around the venue to gain a contracted booking.
- To communicate with clients to establish their booking requirements and allocated appropriate rooms to ensure maximum revenue is achieved from a booking.
- To use the computerised diary, email, and a variety of other software packages to carry out the duties of the job.
- To support the Business Development Manager with familiarization trips, exhibitions, and campaigns calls as required throughout the year to identify potential clients and attract new business to the venue in order to maximise revenue.
- To effectively evaluate the diary, fitting events to the most appropriately sized rooms to maximise yield from all areas to ensure that monthly departmental budgets are met.
- To advise the Events Manager of all relevant information regarding a confirmed booking when handover an event, ensuring a seamless transition from the sales to events team.
- To progress the bookings from enquiry stage through to confirmation.
- Perform any other duties required for the success of the ICE group.

Our ideal new Team member: Some experience within a hotel/venue environment working within a conference and banqueting administrative background (e.g., Conference/diary coordinator) is essential. You must be well organised, have strong administration skills and be able to deal with a number of priorities. Additionally, you must be able to work effectively in a team, using your own initiative.

What are we looking for?

The successful candidate should be well presented with good oral and communication skills and be computer literate with experience of Windows and MS Office packages. Knowledge of a computerised conference and banqueting diary system is essential. Accuracy, attention to detail and a flexible working approach are also essential.

ICE Group benefits include:

- 25 days annual leave plus Bank Holidays
- Shutdown over Christmas period
- Annual £100 allowance towards your well-being
- Discounted food from on-site Café bar
- Up to eight per cent of salary contributed to a personal pension scheme
- 24-hour employee support line
- Death in service benefit equivalent to one year's salary
- Interest free season ticket loan
- Cycle to work scheme
- Big Gym membership savings with the Gymflex scheme
- Your Rewards discount scheme

To apply please email a CV and cover letter to buildyourfuture@ice.org.uk.

General Data Protection Regulations (GDPR) 2018

The data collected via this application process will only be used by the ICE Group for the purpose of recruitment and for the performance of an employment contract if a job offer is made. This data will not be disclosed to any external sources without express consent unless required to do so by law. Unsuccessful applicants' data, both electronic and paper will be deleted/shredded six months from date of application. The ICE Group's Data Protection Officer is Keith Logan, Group Head of Management Information Systems who can be contacted at Keith.Logan@ice.org.uk. Applicants have the right to complain to the ICO at <http://ico.org.uk/> if they have a concern with the way ICE are handling their data.