

## **The Cheltenham Trust**

### **Venue Sales Assistant Job Description**

Responsibility to assist and develop venue sales for trust and research new initiatives that enable the Trust to develop to include:

- Actively promote sales for all Trust venues and associated rooms to include shows, weddings, conferences, dinner dances and festivals
- Act as first point of contact for enquires about the availability of venues
- To proactively engage with current client relationships with emphasis on retention and customer care.
- To show any potential hirers around our venues and proactively up sell where possible
- Follow correct booking process for all hirers as detailed by your line manager
- Use business systems correctly as per guidelines
- Follow current legislation in area if relevant
- Proactively assist in emergency procedures
- To Support Venue Sales co-ordinator in reaching income target for relevant area

#### **Person Specification**

Experience

- Experience of working in sales for 1 year or more in events role preferred but not essential

Knowledge, skills and abilities (Essential):

- Excellent organisation, communication and written skills
- Interpersonal skills, ability to relate to people at different levels including the Board, staff, stakeholders and the public
- Some knowledge of the cultural and sports sectors
- Team player, with excellent co-ordination skills

**Ability to work to and uphold The Cheltenham Trust Values:**

**Trust Values**

- Considered – each member of staff will consider the reputation of the trust and uphold a professional approach within this post
- Committed – each member of staff will be committed to the charitable objects of the trust and understand their role in achieve these objectives
- Collaborative – each member of staff will work with others across the trust and organisations outside the trust in a professional manner
- Creative – each member of staff will be creative in their approach to problem solving and developing new ways of working to enable the trust to realise its goals