



Job Title: Hospitality & Events Sales Coordinator

Location: Glasgow, Scotland

Reports to: CEO

Job Type: Full-Time

Salary: £25,000 + Bonus

Role Summary: To oversee and help lead the Club's hospitality & events sales operations, maximising existing revenue streams, focused on selling and generating and processing new revenue across the hospitality and events areas of business for Partick Thistle Football Club.

Key Responsibilities:

- To actively help promote, sell, and process club hospitality and non-matchday event bookings.
- To deal with all inbound hospitality and event enquiries in a timely manner, providing excellent customer service and short turn-around times for potential bookings.
- To work closely with the events and commercial department to help create new events and ensure existing commercial client contractual requirements are met and of an excellent standard with meticulous attention to detail.
- To work with the commercial department to increase commercial revenue from venue hire of stadium facilities.
- Have full responsibility for the preparation and organisation of all hospitality and event bookings and processes including schedules, budgets, terms and conditions and payment records.
- Communicate all aspects of the bookings to event staff to ensure effective delivery for the club, and for the client with regular weekly update meetings.
- To develop and sell a range of home match-based hospitality sponsorship packages.
- Work with the media department to ensure strong marketing support for hospitality and event package opportunities across all club platforms.
- Be understanding, efficient and effective in resolving any customer complaints or conflicts, respecting confidentiality, and ensuring individual and club integrity.
- Perform any other duties as requested and guided by the CEO.

Sales and Events coordinator: Skills and Experience Required

Proven Sales Experience: Previous success in sales, particularly within the hospitality and event industry, is crucial for this role. A demonstrated history of achieving sales targets is essential.

Creativity in Package Development: Experience in creating appealing hospitality and event packages will be key to the success of the role. Candidates should highlight their ability to create innovative offerings that resonate with customers.

Local Market Knowledge: Familiarity with local demographics, key business contacts, and established networks is advantageous. This insight will enable the maximization of opportunities, especially in anticipation of the upcoming football season.

Team Collaboration: The ability to collaborate with a team to develop effective marketing campaigns is essential. Candidates should demonstrate experience in driving sales through cohesive teamwork and innovative marketing strategies.

Organisational and Administrative Skills: Strong organisational and administrative skills are necessary to manage multiple tasks efficiently. Candidates should demonstrate the ability to prioritize, plan, and execute tasks effectively.

Effective Communication and Presentation: Excellent verbal and written communication skills are essential for interacting with clients and presenting proposals. Candidates should be articulate and capable of conveying ideas persuasively.

Time Management: Strong timekeeping and time management skills are crucial for meeting deadlines and managing priorities effectively. Candidates should demonstrate the ability to work efficiently in a demanding environment.

Proficiency with IT: Proficiency in Microsoft Office Suite, including Word, Excel, PowerPoint, Outlook, and Teams, is required. Candidates should be comfortable using these tools for various tasks, from creating presentations to managing communications.

CRM Proficiency: Experience with Customer Relationship Management (CRM) systems would be beneficial for targeting customers and optimising revenue streams. It would be helpful for candidates to have some experience leveraging CRM tools to track leads, manage contacts, and nurture client relationships.

Qualities we look for:

Commitment to Quality: Take ownership of maintaining a high standard of work and strive for excellence in all tasks and responsibilities.

Team Collaboration: Function as a genuine team player, offering support and motivation to fellow team members to foster a collaborative and positive working environment.

Adaptability: Demonstrate adaptability and resilience, remaining composed and effective in high-pressure situations or when faced with challenges.

Multi-tasking Skills: Exhibit a proven ability to multi-task and effectively manage multiple projects simultaneously, ensuring timely completion and diligence.

Hardworking & Enthusiastic: Display a strong work ethic and a genuine passion for the role. Approach tasks with enthusiasm and dedication, consistently striving to achieve excellence.

Continuous Learner: Demonstrate a proactive attitude towards personal and professional development by actively seeking opportunities to gain experience and grow on a daily basis. Embrace challenges as learning experiences and remain open to new ideas and perspectives.

Other Considerations: Valid full (UK) driver's license will be essential.