**Job Description – Event Executive (Key Account Teams)**

**Key Objectives & Purpose:**

* To take ownership of high touch client requests in relation to destination and venue research, recommendation, and proposals.
* To have and constantly develop a good and varied knowledge of global destinations and venues.
* To support the events team with all events
* To operate as part of a team in order to ultimately manage your own events
* To ensure outstanding operational excellence
* Achieve margin percentage set for each event
* To live and breathe our values ensuring they are at the heart of all business relationships and decisions.

 **Role Responsibilities**

* Managing client enquiries from initial enquiry through to completion of booking.
* Ability to communicate professionally with all clients, from Personal Assistant to Managing Director level.
* To ensure that deadlines and client SLAs are met at all times.
* To negotiate the best rates on behalf of clients.
* To prioritise workloads and support the team in order to fulfil client needs.
* To proactively learn and follow specific client and internal processes.
* To be confident in contract checking and scrutinizing the detail.
* Endeavour to continually enhance your product knowledge of hotels, venues and DMCs, in order to enable comprehensive and accurate proposals to clients
* To be fully competent in using The Gratis booking tool, with maximum efficiency in mind.
* To follow up after every booking with a courtesy call and to understand future requirements.
* To support the Commercial area by proactively negotiating enhanced commission, requesting credit facilities, and being aware of deals in place.
* To maximise all product knowledge opportunities by hosting suppliers visiting the office, accompanying client on-site inspections, attending external product knowledge days and attending trade shows.
* To ensure that knowledge is shared within the company.
* Be aware of all joint venture partners and their offerings, to confidently share with clients.
* To travel where necessary for inspection trips, familiarisation visits and for on-site management, where required
* To attend two Kit Day (Keeping in touch) day each year
* To live and breathe the Company values and ensure that all the team follow suit.
* To ensure the Company maintains a fun, socialising, and hard-working environment
* Compiling & presenting proposals to clients.
* Managing bookings from initial enquiry, budgeting, creating proposal, presenting and accounting.
* Individual event budget management.
* Adhoc on supporting events on-site to offer full event management (includes regular time away from home and overnight stays)

**Experience**

* Graduate from university or 2 years’ experience in an agency in the venue find division

**Skills & Qualifications**

* Understanding of groups and events (operational and financial)
* Negotiating skills
* Supplier knowledge
* Venue & destination knowledge – worldwide
* PC literacy including Excel, PowerPoint & Word
* Strong organisational skills
* Able to work under pressure and meet targets.

**Required Competencies**

* **Enthusiasm-** Being passionate about what you do and sharing this with your team, co-workers and clients
* **Accountability-** Being accountable for one’s own actions; taking ownership of work
* **Attention to detail-** The ability to process detailed information effectively and consistently
* **Initiative-** The ability to recognise and create opportunities and to act accordingly, rather than waiting passively for it to happen
* **Learning ability-** The ability to absorb new information readily and to put it into practice effectively
* **Negotiating-** The ability to obtain maximum results
* **Planning & Organising-** The ability to determine goals and priorities and to assess the actions, time and resources needed to achieve those goals
* **Verbal & Written skills-** The ability to communicate clearly in verbal or written language

**OUR COMPANY VALUES**: Elegant, Together, Innovative, Real, Focused

**Reports to** – Head of Global Events

**Direct reports –** None

**Work Hours and Benefits**

* Monday – Friday, 9.00 am – 5.30 pm. Please note this role requires travel, which may incorporate an earlier start or a later finish. Please also note client event hosting is a necessary part of the role, which sits out of office hours
* 25 days of holiday
* Company laptop
* Company mobile phone -if applicable
* Long Service recognition scheme
* Monthly and annual employee recognition
* Flexible holiday scheme
* Death in service life insurance
* Access to travel industry hotel rates

**Signed**

**Date**