**Job Description – Team Manager**

**Reports to: Director of Operations and Client Success**

**Key Objectives & Purpose:**

* + To manage a Client specific team of Operational Staff, completing :
		- Bi -weekly 1-1’s
		- Weekly huddles
		- Quarterly objective reviews
		- Annual appraisals
	+ To oversee the day-to-day operational running of the team, ensuring operational excellence and meeting specific SLA’s
	+ Work closely with Operations, Sales and Finance to identify and implement efficiencies and process improvements
	+ Achieve margin percentage set for the team
	+ Be a point of contact for all bookers
	+ Attend client review meetings
	+ To live and breathe our values, ensuring they are at the heart of all business relationships and decisions.
	+ To work with the Director of Operations and Client Success on ensuring the Team have what they need to operate in the optimum way.

**Role Responsibilities**

* Compiling & presenting internal and client reports as required.
* Managing bookings from initial enquiry, budgeting, creating proposal, presenting and accounting.
* Conceiving innovative and creative events.
* Presenting plans and proposals to clients.
* To be fully competent in using The Gratis booking tool, with maximum efficiency in mind.
* Liaising with suppliers and DMC’s: 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 attend a minimum of two client events per year. This will probably be out of office hours.  They are fun and give you an opportunity to meet your clients and gain product knowledge by seeing and experiencing new venues.
* To attend /manage 2 KIT days a year (Keeping in touch days with our clients)
* Coordinating the Team in regard to new projects and sharing workload.
* To keep departmental Standards & Procedures updated and ensure the team are aware of where to find these and create an understanding throughout.

**Experience**

* Minimum of 4 years’ experience in a client / agency in the events / global sourcing division or similar operational role.
* 1 years’ experience of supervising a minimum of 4 team members

**Skills & Qualifications**

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

**Required Competencies**

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| **Leadership Skills** | The ability to be a role-model for the team and lead a team to positive actions and outcomes, whatever is placed in your way |
| **Management Skills** | The ability to manage a team’s workload, finding positive solutions and showing care and compassion to the team at all times |
| **Integrity** | Delivering on your promises and being trustworthy |
| **Team Development**  | The ability to review and analyse employees’ strengths and weaknesses, to distinguish talents and development needs, and to make sure they are enhanced appropriately by defining targets and monitoring productivity  |
| **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 |
| **Stress Management** | The ability to perform under pressure and in adversity whilst maintaining an enthusiastic, positive outlook and attitude |

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

**Work Hours and Benefits**

* Monday – Friday 9.00am – 5.30pm. Please note this role requires travel which may incorporate an earlier start or a later finish.
* Competitive holiday
* Company laptop
* Company mobile phone
* 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**