



Internal & External Job Advertisement

Conferencing & Hospitality Executive

As an integral part of our dynamic team, you will play a crucial role in upholding our organization's commitment to sustainability. Regardless of your specific role in marketing, HR, procurement, or any other department, we expect all employees to actively embrace and adhere to our sustainability policies. Your dedication to environmentally conscious practices, resource efficiency, and ethical considerations will contribute to our collective efforts in fostering a responsible and sustainable workplace. We believe that each team member, regardless of their functional area, plays a vital role in promoting and implementing sustainable practices that align with our organizational values.

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

We have an exciting opportunity to join our unique and special club as Conferencing & Hospitality Executive. As a club we are proud to be different and put our supporters and community engagement at the forefront of everything we do with 20 years of Supporters' Trust ownership.

This role forms part of our commercial team reporting into our Commercial Manager supporting us in increasing revenue streams within matchday hospitality and non-matchday venue hire. You will showcase our facilities ensuring all visitors to site experience a warm welcome and leave site having made a booking or are able to go away and make an informative decision based on their experience and the information you have provided.

You will be proactive in following up enquiries and visits to site to ensure you continue to build on the customer experience and awareness of the Club and its facilities. The customer experience continues through effective communication in the run up to any event(s) to ensure all needs are met and arrangements are clear to ensure smooth delivery from our food and beverage team as this role will not be responsible for the delivery of the event.

As Conferencing & Hospitality Executive you will be present in our lounges on home matchdays having taken customers hospitality bookings this will be an opportunity for you to engage with these individuals and ensure they have had a great experience. Being able to build these professional relationships through your positive energy, passion for customer service and focus of best possible experience every time is critical. A better never stops mindset is essential in encouraging feedback from customers and visitors and an ability to share this with the appropriate individuals and ensure actions are taken.

As a team we are respectful and proud of our heritage and the investment the Club has made in both our facilities and team and we are focused on our future and opportunity available. Through our shared ambition we strive to achieve our goals of High Performance Football, Focus on Growth, One Team, Outstanding Supporter & Community Engagement and Financial Sustainability & Operational Excellence. We aim to do this with the right people in the right roles creating a collaborative environment where everyone understands their contribution to the Club and the impact they have on our success.

We welcome applications from, confident, enthusiastic, passionate individuals who are highly motivated and have a keen eye for detail. Excellent communication skills and the ability to deliver and meet deadlines is essential as well as a natural flair for exceptional customer service. Previous experience in hospitality and venue sales would be advantageous but it is not essential as full training will be provided.



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This is a full-time 40 hours per week position and hours will primarily be Monday to Friday office hours, however candidates will be required to work home matchdays in line with our fixture list. We offer hybrid working in line with the business needs/job role requirements and candidates will need to have the flexibility to work of an evening and weekend on occasions when specific commercial events are taking place (e.g. golf days, corporate player sponsors evening) and flexibility to be available as per customer requirements in line with visits to site. Candidates must be able to adapt to the changing demands of working in a busy and dynamic sporting and customer facing environment.

For further information on this role including the job description and person specification please refer to our news section on our website [Latest News | Exeter City F.C. \(exetercityfc.co.uk\)](https://www.exetercityfc.co.uk/news/latest-news)

Prior to commencing work a right to work document(s) must be presented and references and a DBS Check will need to be undertaken.

If you wish to apply for this position, please follow this link: <https://ecfc.peoplehr.net/Pages/JobBoard/Opening.aspx?v=d972a7b7-0d69-4d6e-b0e4-ca1703b3a609>

Only completed applications that are submitted via People HR will be accepted. Any applications after the closing date will not be accepted.

The closing date is: Sunday 14th July 2024

Interview date: Week commencing 22nd July 2024

All candidates will require a DBS Check and must be able to prove their eligibility to work within the UK.

ECFC is an equal opportunities employer and committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment.



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Job Description

Conferencing & Hospitality Executive

Department	Commercial
Location:	St James Park, Exeter
Contract Type:	Full-time, permanent
Reports to:	Commercial Manager
Core Team Relationships:	Commercial Manager, Food & Beverage Manager, Food & Beverage Assistant Manager, Casual Bar Staff & Contractor (food).

As an integral part of our dynamic team, you will play a crucial role in upholding our organization's commitment to sustainability. Regardless of your specific role in marketing, HR, procurement, or any other department, we expect all employees to actively embrace and adhere to our sustainability policies. Your dedication to environmentally conscious practices, resource efficiency, and ethical considerations will contribute to our collective efforts in fostering a responsible and sustainable workplace. We believe that each team member, regardless of their functional area, plays a vital role in promoting and implementing sustainable practices that align with our organizational values.

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

Main Purpose:



As a Club we are proud to be different with our Supporters' Trust ownership model and put our supporters and community engagement at the forefront of everything we do. We are committed to creating a collaborative environment where all staff feel valued and understand their contribution to the Club.

It's critical we focus on growth and new revenue opportunities and through training and developing staff, taking care of each other, having clear objectives and adequate resource we build a positive culture of better never stops. As a club we continue to aim to achieve excellence on and off the field whilst maintaining our long-term financial sustainability.

As Conferencing & Hospitality Executive you will report into our Commercial Manager and support us in increasing commercial revenue streams, specifically focusing on the sale and coordination of matchday hospitality and non-matchday venue hire.

St James Park is well known for our home matchdays, but we also host several non-matchday meetings, conferences and private bookings. As Conferencing & Hospitality Executive you will work to increase awareness of these facilities increasing sales and ensuring all enquiries are followed up and bookings are managed efficiently.





Bringing your positive energy, passion for customer service and focus of ensuring everyone has the best possible experience you will be present in our lounges on a matchday building relationships and positively engaging with customers, sponsors and visitors to the Club.

This role will not be responsible for the delivery of non-matchday events however you will coordinate all aspects of enquiries and bookings pre-event using your organisation and administration skills to ensure all requirements are met and communicated to the food & beverage team for delivery and any other team members.

The key responsibilities of this role are:

- Be the first point of contact for all incoming enquiries for hospitality and venue hire and ensure they are handled efficiently whilst maximising every sales opportunity.
- Schedule and host venue viewings in a professional manner, getting the most from customer visits, ensuring they have a great experience.
- Convert booking enquiries into sales and gain future relationships via excellent customer service to ensure repeat business.
- Gather booking requirements from customers, ensuring the Food & Beverage team has been provided the appropriate information to deliver the event.
- Manage all internal room/facility/catering requests and input into the bookings system.
- Issue contracts and invoices raising any payment issues to the Commercial Manager.
- Liaise with Contractors and Food & Beverage team ensuring regular dialogue to go through in depth the upcoming bookings.
- Allocate and print necessary signage for bookings, for example posters, hospitality tickets, table and seating plans and menus. Send emails with upcoming booking/hospitality plans e.g., menus, timings, dietary requests, wrist bands to Food Contractor and Food & Beverage teams.
- Organise and plan corporate events with Commercial Manager, such as the annual Golf Day and Corporate Sponsors Evening.
- Be an integral part of the Commercial team on matchdays ensuring all hospitality customers' needs are met whilst delivering a fantastic supporter experience.
- Build client/supporter relationships ensuring that their booking is being planned in line with their requirements rectifying problems as they occur.
- Work with the Commercial Manager to build innovative ways to grow new business and inform people about our venue and facilities.
- Achieve KPIs and targets set by the Commercial Manager.
- At all times, comply with the company policy and code of conduct.
- Attend staff meetings and training as required.

This Job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs.

Qualifications/Experience/Knowledge required: Please see person specification.



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Person Specification

Qualifications	Essential (E)	Desirable (D)
Skills/Competencies	Essential (E)	Desirable (D)
Excellent time management & organisational skills.	E	
Possess a high level of administrative & I.T skills	E	
Excellent customer care skills with a clear focus on delivery and getting it right on every occasion.	E	
Fluent English language skills	E	
Ability to work within a team and foster positive working relationships.	E	
Clear and concise written and verbal communication.	E	
High attention to detail and the ability to work on multiple tasks.	E	
An innovative thinker.	E	
Brings new ideas in a constructive and thoughtful way.	E	
Knowledge & Experience	Essential (E)	Desirable (D)
Hospitality and venue hire sales experience.		D
Previous knowledge of using an event booking system.		D
A proven track record of delivering high standards of customer service.	E	
Previous experience in a sporting hospitality environment.		D
Knowledge or interest in Football.		D
Experience in managing and developing client relationships.	E	
Knowledge of Exeter City Football Club.		D
A track record of successful delivery.	E	
Understanding and recognition of the principles of equality and diversity.	E	

Personal Qualities	Essential	Desirable
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	(E)	(D)
Professional, confident and enthusiastic.	E	
A resilient & adaptable individual.	E	
Confident & dynamic.	E	
A friendly, positive 'can do' and courteous attitude.	E	
Show integrity and honesty.	E	
Attention to detail and pride in appearance.		
A strong work ethic and flexibility surrounding working pattern in line with industry demands.	E	
Commitment to the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.	E	
To demonstrate and promote good practice in line with the Company ethos and policy.	E	
Applicants must be eligible to live and work in the UK.	E	



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Company Goals



High Performance Football

We continue to work hard to be the best team in Exeter City's history and continue to invest in our first team playing budget. Striving to create the best possible environment for high performance football through our coaching, training facilities, pitches, nutrition, medical, recruitment and analysis. Our youth development & academy football remains at the heart of our model and we continue to build and refine what our Academy delivers and aim to achieve cat 2 status.

Focus on Growth

We build on the great work done by our media and comms team and opportunities to attract new audiences. We have ambitious plans to increase revenue as we focus on opportunities for growth in retail and merchandising and we continue to look after and value our local sponsors and partners whilst expanding our commercial horizons by putting more emphasis on what makes us as a club unique & special. We utilise our facilities more often to increase non match day revenues and improve 'yield' by providing better systems, facilities and raising capacity at SJP.

One Team

We build a trusting, collaborative environment where everyone feels valued and understands their contribution to the Clubs success through clear objectives and measures of performance. We continue to review our methods of communication listening as well as sharing more effectively. We are a Real Living Wage employer, have a transparent bonus programme for employees that's linked to performance and development opportunities for all. We are committed to continuing to review resources where appropriate and affordable ensuring investment in new talent to drive growth and invest in an apprenticeship and internship programme.

Financial Sustainability

We set & maintain high standards in everything we do and ensure financial sustainability in line with a growth mindset. We work to be more prepared in investment in our future and have more robust financial planning and financial controls across the Club. We reduce reliance on transfer fees and increase our ability to invest in major capex projects not being afraid to invest where necessary to protect the Club & limit unnecessary risks.

Outstanding Supporter & Community Engagement

We continue to invest in the facilities at SJP and do all we can to make ECFC the most inclusive club in the EFL in partnership with ECCT. We continue to invest in women's football and help to grow the game and its profile amongst our supporters. In partnership with the Trust, we strive to be the preeminent supporter owned club in the country and endeavour to achieve EFL 'green club' status.



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Employee Benefits

As a Club it is important to us to provide a competitive employee benefits package as we understand this plays an important role in supporting our team.

Benefit packages vary from one organisation to the next, however our central theme is to help improve the wellbeing of staff and demonstrate that we are willing to offer above and beyond the minimum requirements to foster a positive working relationship.

We hope our benefits package can play a significant role when it comes to recruitment and retention and we have set out the Company's employee benefits to provide transparency and equality to all employees.

We will continue to review our remuneration package to ensure it is considered attractive and competitive.

We offer:

- Hybrid working, with flexible working pattern (dependant on role)
- Annual pay review process in line with objectives and performance
- Annual discretionary company bonus
- Company sick pay 5 days full pay based on a rolling year
- Income protection plan
- Birthday day off
- Enhanced annual leave
- Cycle Scheme
- Employee Assistance Programme
- Mediacash
- Employee discounts (internally and external businesses)
- Free on-site parking



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