



Commercial & Events Coordinator

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.

Department:	Commercial
Contract Type:	Full time, 40 hours per week
Location:	St James Park, Stadium Way, Exeter. EX4 6PX
Reporting To	Commercial Manager
Core Team Relationships	Chief Commercial Officer, Commercial Manager, Commercial Sales Executive, Facilities Manager, Finance Assistant, Bar Manager and External Food providers.
Main Purpose	<ul style="list-style-type: none"> • Working multi-functionally across the St James Park operation you will use your strong administration skills to coordinate all matchday hospitality bookings. • Work with the Commercial Manager and CCO to increase non matchdays events which you will coordinate and deliver (internal and external bookings). • Liaise with the relevant contractors ensuring all requirements are met in line with matchday hospitality requirements and any other events. • Share our passion in maintaining and delivering consistent excellent standards of service, ensuring the best possible experience for new and existing customers. •
Role Summary	<p>This role requires:</p> <ul style="list-style-type: none"> • An experienced administrator with excellent communication skills and the ability to deliver and meet deadlines. • A keen eye for detail ensuring presentation of facilities is professional and welcoming. • An ability to create a professional, friendly environment and understand customer needs whilst complying with company standards and policy. <p>The key responsibilities of this role are:</p> <p>Commercial</p> <ul style="list-style-type: none"> • Be the first point of contact for all incoming commercial enquiries including all correspondence and calls. • Liaise with the Finance Department regarding any trade application forms & credit checks. • Raise and issue invoices for all customers using the finance system including installment invoices. • Filing and organisation of signed contracts, invoices, customer documents, artwork etc. • Chase payments of outstanding invoices and debtors. • Update Commercial Tracker. • Track customer activation requirements and ensure that these are planned as per the contract. Request logos and adverts as required from the customer, send out assets to sponsors e.g. signed shirts etc. • Process Matchday Hospitality Bookings. • Produce seating plans for the lounges. • Allocate & print tickets ensuring they are ready for collection on a matchday with wristbands.



- Email out matchday itinerary information to all hospitality guests.
- Collate all dietary requirements and special requests for hospitality
- Produce the matchday brief for the catering team and operations team and make sure this is in place and communicated at least a week before the match.

Events

- Be the first point of contact for all event enquiries including all correspondence and calls.
- Issue proposals and follow up on any enquiries.
- Issue booking forms for event bookings.
- Filling and organisation of signed booking forms, invoices and customer documents.
- Raising and issuing invoices for all customers using the Finance system.
- Chase payments of outstanding invoices.
- Ensure function sheets are up to date with the meeting requirements and signed off by the customer.
- Pre event ensure the Guest Events Policy has been issued.
- Ensure that function sheets are circulated to the team two weeks in advance of the event.
- Liaise with the Facilities Manager for room set ups and communicate catering requirements to the catering contractor.
- Check all rooms are set up correctly, clean, tidy and organised prior to the event ensuing set up is in line with the SOP's.
- Meet and greet all event facilitators on the day of the event and show them the facilities and provide any relevant information including IT setup, wifi, emergency evacuation procedures and any other relevant company policies and procedures.
- Liaise with the customer throughout their event to ensure standards are maintained and assist with any requests.
- Liaise with the Facilities Manager for cleaning requirements before and after events.
- Provide necessary signage for guests.
- Maintain a high level of product and service knowledge to be able to advise and assist customers pre event and during the booking.
- Demonstrate a service attitude that exceeds expectations.
- Ensure a process is in place to obtain customer feedback and take appropriate action to resolve guest complaints.

Company Policy & Best Practice

- Ensure that all areas under your control are maintained to a very high standard of cleanliness and safety in accordance with company policy, Health and Safety, SOP and statutory requirements.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your manager.
- Obtain a working knowledge of the Health and Safety at Work Act 1974 specifically relating to your area of duty, also to general aspects of the Company.
- At all times, comply with the company policy and code of conduct.

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.

Measures of Success

- Administration support provided.
- Number of bookings received and fulfilled.
- Event feedback.
- Identified issues managed effectively.

**Key Performance Indicators (KPIs)**

In addition to the above measures of success there will be some specific KPI's set for you on an annual basis which will be discussed with you and agreed on commencement of work and then reviewed and agreed annually during your appraisal.

Qualifications/Experience/Knowledge required

The role requires:

Please refer to the person specification for full details.