

Job Title: Sales and Events Assistant
Date: May 2022
Accountable to: Head of Commercial Events
Location: Albemarle St, London
Contract type: Permanent, 35 hours per week, flexible work pattern
Salary: £25,924 (increasing to £26,674 on passing probation)

Job Purpose

As an independent charity, the Ri relies heavily on the income generated by its commercial activities. The Ri's venue hire business in the heart of Mayfair is popular with both corporate and private clients and its main objective is to generate income to support its charitable activities. The Sales and Events Assistant plays a key part in the team responsible for securing this vital income. The post holder will be a motivated and passionate individual who will both sell and support the delivery of corporate and private events in order to maximise commercial returns.

Main duties of the role
Support the Events Sales team
<ul style="list-style-type: none"> • Manage select enquiries from initial contact to event delivery
<ul style="list-style-type: none"> • Liaise with suppliers
<ul style="list-style-type: none"> • Support forward planning of the events diary, including calendar management and collating event details
Successful event coordination
<ul style="list-style-type: none"> • Act as main point of contact for event planning and delivery
<ul style="list-style-type: none"> • Work closely with our hospitality partner to coordinate client catering requirements
<ul style="list-style-type: none"> • Collaborate with other departments to meet client's requests
<ul style="list-style-type: none"> • Work with the Premises and AV Teams to ensure that all rooms are serviced and prepared appropriately
Administration
<ul style="list-style-type: none"> • Management of client contracts and other associated paperwork
<ul style="list-style-type: none"> • Assist with the invoicing administration process
<ul style="list-style-type: none"> • Input necessary information into the database to ensure smooth running of events
<ul style="list-style-type: none"> • General events admin as required

Skills, experience and knowledge	
Essential (E) Desirable (D)	
• Experience in customer service	E
• Experience in events/hospitality/retail sector	D
• Experience of working in venue hire in not-for-profit sector	D
• Proven understanding of principles of excellent customer service	E
• Experience with CRM booking system	D
• Strong understanding of the Ri's mission and activities	D
• Working knowledge of Microsoft Office (particularly Outlook, Word, Excel and PowerPoint), with a willingness to learn and use new systems	E
Qualifications	
• GCSE Maths and English at A to C	E
• Educated to A-Level or be able to demonstrate equivalent skills and experience	D
Personal Attributes	
• Excellent interpersonal skills with proven ability to work collaboratively	E
• Excellent time management and organisational skills to prioritise various job demands in a fast-paced environment	E
• Strong relationship building skills	
• Able to find pragmatic solutions, seek improvements, and adapt to changing situations	E
• Able to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail	E
• Positive and motivated "can do" attitude and willingness to support others where needed	E
• Flexible to work early mornings, evenings and weekends as and when required	E

Notes:

This role will involve some working out of office hours, including early mornings, evenings and occasional weekends

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible, but should be regarded as providing guidelines and accountabilities within which the individual works.