

HOSPITALITY SALES COORDINATOR
SALARY COMMENSURATE WITH EXPERIENCE
FULL-TIME, INCLUDES EVENING & WEEKEND WORKING
IMMEDIATE START

A fantastic opportunity has arisen for a detail focused and analytically minded person to join our small and extremely busy hospitality sales team as the Hospitality Sales Coordinator – a pivotal role in ensuring the smooth, effective and efficient running of the department.

You will be working at Emirates Old Trafford (the home of Lancashire Cricket) which has played host to some of cricket's most iconic moments since 1864 and is now an award-winning world-class venue that has undergone a transformational redevelopment over the last decade.

It is recognised as one of the UK's most prestigious venues for sport, business, leisure and entertainment with a capacity of up to 50,000 people for concerts; 26,000 for international cricket matches; meetings and events spaces for up to 2,000 delegates; a four-star hotel with 150 rooms; and an on-site Caffè Nero.

The venue has played host to some of the world's biggest sporting events, including six ICC Cricket World Cup fixtures in 2019, Ashes Test Matches and world class concerts including Ariana Grande's 'One Love Manchester' concert as well as others by Beyonce, Rihanna, Foo Fighters and more.

It's a unique place to build a career where no two days are ever the same!

The Role and Responsibilities

As a Hospitality Sales Coordinator you will be responsible for providing hospitality administration and sales support to the Hospitality and Ticketing teams, whilst acting as a key point of contact with other departments, such as Finance and Marketing, and ensuring data and information is shared and processed accordingly.

Often the first point of contact for all hospitality enquiries either by phone, email or online enquiry you will offer excellent customer service to ensure that clients receive accurate hospitality information in a timely manner, packages are paid for on time and that any issues are resolved as a matter of priority.

In short, your role as Hospitality Sales Coordinator will be diverse, exciting and challenging and will include the following:

- Answering, managing and actioning all incoming enquiries
- Ensuring that an unrivalled level of customer service is provided at all times
- Ensuring that all hospitality bookings and enquiries are recorded and processed in the correct manner
- Maintaining and updating all hospitality sales data
- Liaising with finance to ensure invoices are accurate and reconciling payments when received
- Managing all internal hospitality requests
- Providing reports on sales to relevant departments
- Coordinating with the Operations department on the details of hospitality package information

Requirements

It is essential you can demonstrate that you have:

- Experience working in a busy fast-paced customer service environment
- Excellent verbal and written communication skills
- A keen eye for detail and an analytical mindset

- Strong numeracy skills, ideally with some experience of basic accountancy
- The ability to work under pressure whilst managing customer expectations
- A willingness to work evenings and weekends

Previous experience working in a venue-based hospitality/ticketing environment would be desirable but is not essential.

What you can expect

- A competitive salary commensurate with experience
- Basic contributory pension scheme with option to join enhanced pension scheme, including life assurance, after 3 months service
- Optional health cash plan scheme
- 2 x standard Lancashire Cricket season memberships
- Discounts at the club store, indoor cricket centre, hotel, Caffè Nero and with the club's partners
- Holiday allowance increasing with service
- Fitness classes, table tennis club and yoga
- Social events throughout the year
- Free parking

How to Apply

If you have the relevant skills and experience and wish to apply for this role please send your CV with current salary details to careers@lancashirecricket.co.uk.

We look forward to hearing from you if you have the skills that support our future vision.

Lancashire Cricket is an equal opportunities organisation and we are committed to providing new opportunities and striving for greater diversity.

It is a priority for us to ensure our organisation appropriately reflects the wider communities across the North West and we would welcome applications with the appropriate skills and experience that can also enhance our current diversity mix at the Club.