

MARYLEBONE CRICKET CLUB (MCC)

JOB PROFILE

<p>Job Title Senior Event Coordinator</p>	<p>Department Meetings and Events</p>
<p>Reporting to Head of Meetings & Events</p>	
<p>Dimensions of Role Full time, permanent contract Hours 9:00hrs to 18:00hrs, Monday to Friday (inclusive). Making a total of 40 hours per week including one hour unpaid lunch each day.</p>	
<p>Key Purpose of Role</p> <p>Responsibility, as a senior team member, for the accurate co-ordination of the Meetings and Events business within Lord's Cricket Ground to include the co-ordination of large/ high profile events, targeting of key clients and subsequent account management with regards to retention and expansion of existing business. Focus on financial delivery and quality standards.</p>	
<p>Key Tasks and Accountabilities</p> <ul style="list-style-type: none"> ▪ In-depth knowledge and understanding of the Lord's offering (including costs, capacities and possibilities of each venue) in order to advise clients of all options available relevant to their particular requirements in all venues at Lord's. ▪ In-depth knowledge of MCC's food and beverage offerings. ▪ Ensuring confirmation of bookings by contracting and invoicing clients within agreed timescales and as per the specified Terms and Conditions. ▪ Working closely with clients (by phone, email and in person) to understand their bespoke event requirements, to facilitate these needs and to continually exceed our clients' expectations. ▪ Creating a function sheet in Kinetics with the event information, updating it as required in time to circulate a fully briefed function sheet the week prior to the event. ▪ Ensuring that all necessary departments in MCC are continually updated with all relevant information to ensure the successful delivery of the event. ▪ Liaising with all suppliers (internal and external) regarding the fulfilment of the clients' event requirements. ▪ Giving a full and detailed handover to the Operations Team who run the events on the day. ▪ Attending own events when required both during the day and evening. ▪ Assisting with the retention and expansion of existing client business (in line with and in order to achieve overall Meetings and Events annual financial targets). <ul style="list-style-type: none"> ○ Key account management: Responsibility for maintaining and increasing revenue from allocated existing client accounts. To manage and grow client relationships. ○ Assisting in implementation and delivery of key client loyalty/ incentive schemes. ○ Maximise all up-selling potentials. ○ Follow up events, obtain and record feedback with a view to building client relationships and improving the Lord's offering. ▪ In-depth knowledge of competitor venues and take part in Meetings & Events exhibitions and promotional events as required. ▪ Carrying out any other reasonable request as directed by your manager. <p><i>This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.</i></p>	

Variations of job relating to Major Matches

- Any other duties as required whether in the Department or elsewhere around the Ground.
- Attend at all Major Matches with extended hours as appropriate.

Values and Behaviours

- Have a positive and proactive approach to all elements of the role
- Take responsibility for own actions and outputs
- Be respectful to all MCC employees, casual workers and visitors
- Actively promote team work by supporting others and sharing knowledge
- Deliver high quality work/service in a timely way

Health and Safety

- To report any unsafe practices, equipment or circumstances, as appropriate.
- To communicate necessary H & S information to visitors/customers.
- Wearing of any required protective clothing and equipment, as appropriate.
- At all times be responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when /if trained as Fire Warden.

Person Specifications, Skills & Qualifications

- Passionate about working in the events industry with the ability to achieve and maintain an exceptional level of service at all times.
- Significant experience at a venue in a similar role.
- To have worked at a large capacity venue, i.e. 200 plus with 4/5* standards.
- Excellent communication & interpersonal skills; written and verbal.
- High level of initiative, with administrative and organisational ability.
- Ability to stay calm under pressure.
- Understanding of the importance of customer service/satisfaction.
- Enthusiastic and self-motivated with a proactive approach.
- Good at prioritising, managing reactive work, balancing multiple priorities, and adapting to new situations.
- Outstanding attention to detail and a conscientious, professional approach at all times.
- Good numeracy and literacy.
- Enjoy working in a team environment and to support the team by exchanging experience, advice and knowledge.
- Ability to create and develop relationships with all levels. Treating clients, other departments and all external suppliers with respect and courtesy.
- Good working knowledge of Microsoft Office.
- Previous operational knowledge and experience of Kinetics and Visio an advantage.
- High standard of personal presentation.
- Flexibility in working hours.

Written By Claire Bullock

Date July 2016

Accepted by

Date