

**Job title: Senior Sales Executive**

We are looking for a driven senior wedding sales executive to promote and maximise new business sales for our award winning wedding venues.

This is a unique field based role where you will be given the opportunity to work within our highly esteemed commercial department.

You will learn all aspects of sales and hospitality and have the opportunity to sell three high end wedding venues, with travel expenses covered.

This is a progressive role for someone who is looking to develop in the sales and wedding industry.

We offer a competitive salary and generous annual leave allowance. Hours can be flexible, and you will have the flexibility to work from home.

A minimum of 2 years sales experience required (related industry desired, but not essential)

Must be passionate, organised, customer centric and be willing to exceed expectation.

Reporting to the Commercial Director, the role is target driven, with the expectation to reach all targets set within a pre-determined timeframe.

**Key responsibilities**

People – Respect, other roles and parts of the business, we are all working towards a common goal. Inspire and motivate all personnel to be the best they can. Providing coaching, support, and mentoring, if required.

Customer service – Deliver the companies stated mission with exceptional service and standards to ensure the booking process is efficient and five star.

Financial – Understanding relevant financial targets, forecasts and budgets and strive to deliver or exceed them through control, efficiency, and improvement, within your department.

System and process – Full compliance of all operating controls, SOP's, policies, and service standards.

**Department:** *Oldwalls Collection Commercial*

<b>Position reports to:</b> <i>Commercial Director</i>	<b>Position is responsible for:</b> Working as part of the sales team and assisting the marketing division “To make the whole Journey an experience from the first hello to the last goodbye. Create a day that will be cherished for the rest of their lives” with exceptional service and venue standards for the wedding party, their guests plus new prospective clients.
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## Main duties

- Convert new wedding enquiries, respond within agreed SLA and ensure SOP's are followed.
- Phone & email consultation, effectively identifying prospect requirements and expectations
- To have a sound understanding of all marketing strategy, brand values, financial targets, forecasts, budgets and sales targets in order to strive to deliver or exceed them through control, efficiency and improvement.
- To ensure full compliance of all sales reports, operating controls, SOP's, policies, procedures and service standards.
- To understand the function of the organisational chart and line management system.
- Meet daily/weekly with key team members to communicate, review and improve sales.
- Create harmony and build a team spirit. Work with management and team members to create a productive, innovative and respectful working environment. Lead by example.
- Provide an outstanding level of customer service by liaising and building rapport with prospects
- Developing and maintaining the image, perception and integrity of the Collection brand
- Build excellent working relationships with key internal and external partners.
- Complying with all Company policies such as sickness, holiday and attendance.
- Understanding, analysing and producing relevant reports including conversion and cancellations.
- Maintaining a high standard of appearance when in uniform.
- Managing requests & complaints, passing on to the appropriate line manager when necessary.
- Be able to multi-task in a fast-paced environment.
- Have a confident understanding of the Collection's wedding booking and enhancement processes.
- General administrative duties: confident in using all Microsoft Office programs, creating a daily office handover for our management team.
- Maintain confidentiality at all times and be discreet when discussing personal information.