

# Account Manager

Where Manchester meets the world...

Manchester Central is an award-winning, globally renowned venue in the heart of one of the world's most vibrant cities. This iconic convention centre offers world class flexibility and state-of-the-art facilities that provide a dynamic venue for some of the world's leading conferences, exhibitions and events.

It is fundamental to our continued business growth that we have a compelling people strategy to help us realise our challenging company goals. This role will play an important part in sustaining our continued business growth.

## Account Manager

**Competitive salary up to £25,494.17pa + 20% bonus/ 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

Manchester Central is pleased to announce the vacancy of an Account Manager. Reporting directly to the Head of Venue Sales, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- Developing and maintaining current licence fee revenues and attracting new business to Manchester Central, contributing to both team and individual targets
- Being a visible profile in the events industry – as per sector focus – with sound knowledge of both regional and national opportunities
- Organising and attending client meetings, both internally and externally including national and international travel as and when required for business purposes

The ideal candidate will have:

- An understanding of the events industry from a sales and/or operational perspective
- The ability to identify and win business
- Experience of sales reporting and CRM systems

You must:

- Have the ability to effectively communicate ideas to people at all levels

**To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:**

Ref: Account Manager

FAO: HR Team

Email: [careers@manchestercentral.co.uk](mailto:careers@manchestercentral.co.uk)

Closing date for applications: 15 October 2021 (5PM) We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

# JOB DESCRIPTION

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## Account Manager

<b>SALARY</b>	£25,494.17 per annum + 20% bonus (subject to bonus scheme rules)
<b>HOURS</b>	37.5 hours per week
<b>WORKING PATTERN</b>	<b>Monday to Friday</b>
<b>LOCATION AND BUSINESS AREA</b>	Manchester Central – Sales
<b>AIM OF THE ROLE:</b>	To secure and maintain licence fee revenues, attracting new business to Manchester Central, contributing to both team and individual targets.
<b>DIRECTLY RESPONSIBLE TO:</b>	Head of Venue Sales
<b>DIRECTLY RESPONSIBLE FOR:</b>	

## MAIN AREAS OF RESPONSIBILITY

### You'll be responsible for:

- Meeting and exceeding all agreed sales targets (individual KPI & revenue targets, and overall team target)
- Developing and executing a sales strategy to attract new business to Manchester Central in conjunction with the Head of Venue Sales.
- Developing and maintaining current licence fee revenues from new and existing clients
- Contributing to clear and strategic venue diary management, taking a structured and consultative sales approach to all accounts
  
- Being a visible profile in the events industry - as per sector focus - with sound knowledge of both regional and national opportunities
- Organising and attending client meetings, both internally and externally including national and international travel as and when required for business purposes
- Serving as an ambassador for the Manchester Central brand at all times, delivering on and adhering to the company's core values
  
- Maintaining and accurately keeping updated customer records on internal CRM system.
- Efficiently respond to all customer enquiries in a timely and effective/detailed manner
- Working closely with the operations team to ensure the events you sell are not only commercially, but equally operationally viable
- Preparing monthly sales activity reports

### About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

### The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

**We are a special group who have chosen to work together, and we share these characteristics:**

**Expert & specialist.** We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

**Flexible.** We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customer's needs.

**Positive and energetic.** There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

**Ready to grow.** Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers. If people move on from working with us, they'll always have improved their skills and experience along the way.

**Committed.** Our people show huge levels of commitment for our customers and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

# Person Specification

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Education and Qualifications	Essential	Desirable
Bachelor's degree in events or hospitality management		✓
Experience		
Evidence of an ability to identify and win business	✓	
Experience of sales reporting and CRM systems	✓	
Background in a structured sales role preferably within the hospitality and/or events sector		✓
Prior experience working in a sales/ operational role within the industry		✓
Knowledge		
Understanding of the events industry from a sales and/or operational perspective	✓	
Awareness of current industry trends within the hospitality and/or events sector		✓
Skills		
Ability to effectively communicate ideas to people at all levels	✓	
Confident and competent user of Microsoft Excel, Word and PowerPoint		✓
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Self-motivated but with the ability to work as part of a team.	✓	
Passion for delivering excellent levels of customer service	✓	
Willingness to undertake a flexible working pattern as needed by the business.	✓	