

VENUE SOURCING ACCOUNT MANAGER.

We are looking for an experienced Venue Sourcing Account Manager to join our growing Venue Finding team. Based in our Broome office in the West Midlands, you will be sourcing venues for a variety of clients, developing client relationships and will thrive in a fast paced, busy environment. You will have a love of venues and all things travel, good knowledge of UK and International venues, strong organisational skills, be capable of working on your own initiative and be an excellent communicator.

Key Responsibilities

- **Brief Taking** – understand the client requirements to fulfil the brief. Ability to listen intently to be able to propose suitable venues and destinations to match the brief. Clear verbal and written communication to venues ensuring all aspects of brief is understood to meet the client requirements. Ensure all briefs are entered onto The Hive / BookIt systems accurately.
- **Venue Finding** – research suitable venues and destinations to fulfil the brief and that work well with the different client brands
- **Meeting Teams & Top Banana Financial Targets** - ensure financial targets are met through maximising and negotiating best commission terms from venues
- **Negotiating** - negotiate with venues to ensure that clients are presented with cost effective solutions
- **Proposal Writing** - produce creative and accurate proposals within the agreed service levels. Accurate, detailed and researched information obtained to ensure that the presentation is comprehensive and in line with the brief and must be available to view through The Hive as main tool but ability to use other methods if required
- **Proposal Generation and Checking** - accurate checking and delivery of client friendly proposals within timescales required
- **Client Liaison** – attend client site visits on your own or with senior production staff. Build long lasting relationships and prepare account plans for 3 main clients each year to grow business. Clear effective verbal and written communication maintained at all times.
- **Pitching** – help to pull together venues pitches and be part of the pitch team where required
- **Client Relationship Development** – use exceptional interpersonal skills to quickly build rapport with existing and new clients to grow the accounts and be able to communicate with people at all levels.
- **Assessing New Business** – qualify new business opportunities, ensuring they meet the business criteria
- **Venue & Destination Knowledge** - constantly look to expand and enhance knowledge of venues and destinations
- **Time Management** - ability to work with multiple clients and prioritise tasks. Ensure that all tasks are completed according to agreed SLA. Prioritise call activity in order of importance.
- **Process adherence** - in line with ISO 9001. Adhere to all ISO 9001 processes that are involved with the project from inception to completion.
- **Time Management** - ability to work on multiple projects and prioritise tasks. Ensure that all tasks are completed according to agreed SLA. Prioritise briefs in order of importance
- **Proactive self and professional development**
- **Line Management** – line management of venue sourcing executive including appraisals

Requirements:

- Previous experience of venue finding, ideally 3 years in a venue finding team in an agency environment
- Experience of working with venue finding systems

Skills/Abilities:

- Excellent communication (both oral and written and excellent interpersonal skills)
- Ability to be proactive and use your initiative
- Excellent attention to detail
- Excellent IT skills (Word, Excel, Outlook, PowerPoint)
- Ability to prioritise responsibilities under pressure and deliver to deadlines
- Excellent time management and organisational skills

TOP BANANA.

VENUE SOURCING ACCOUNT MANAGER.

- Financial acumen
 - Negotiation Skills
 - Ability to see projects through
 - Autonomous – taking ownership and responsibility
 - Ability to remain calm under pressure
 - Flexible – ability to adapt in the moment and responsive to change
 - Ability to work in a team
-
- Please note due to our rural location you must have a full driving licence and have a car

|

TOP BANANA.