



Role Profile

Hospitality Administrator

Role Reports To; Senior Hospitality Team Manager

Role Purpose: To support Head of Hospitality, Senior Hospitality Team Manager, New Business Sales Managers & Hospitality Account Executives with all finance, system and matchday related administration.

Main Responsibilities and Accountabilities

- Provide support to the hospitality sales team with all related administration and match day coordination (including the sending of tickets, preparing programme and flower orders, former player briefs, special requests etc) acting as a key liaison point for all hospitality activities with internal departments.
- Update and amend booking systems as and when required. Process hospitality places efficiently, check and report availability regularly and effectively ensuring the sales team are always aware of what is available to sell.
- Manage the day to day operation and development of CRM, ticketing and reporting systems to ensure systems are efficient for the working of the team. Own the relationship with the system provider (internal and external).
- Support with inbound calls and outbound calls to guests with updates or responses to queries as and when required including support with away ticket allocation process.
- Manage communications process from the hospitality team to hospitality members and bookers with the Marketing Team working to required timeframes.
- Work closely with the finance team regarding all hospitality finance queries, ensure all invoices are paid prior to the issue of tickets and contracts signed for any fixture/ seasonal sales.
- Prepare various reports on a weekly, monthly or match by match basis and issue to internal departments within set time frames (including hospitality, operations and finance).
- Process any Purchase order requests, as required.
- Control internal costs from Levy and ensuring the correct tracking of number of places.
- Undertake an active matchday role on reception with inbound customer queries and act as a point of contact for hospitality matchday activities. Represent Aston Villa at internal and external events and support in planning as and when requested.
- Any other reasonable duties and responsibilities which your line manager or another senior officer at the club asks you to perform.
- Demonstrate commitment to Safeguarding by adhering to relevant policies, procedures and values relating to safeguarding children and adults at risk
- Support the Club's commitment to equality, diversity and inclusion

Qualifications, Key Skills & Experience

Essential

- Proven administrative experience in an office environment
- Proficiency in Microsoft Office particularly Advanced Excel, Word Outlook, CRM and accounting systems
- Experience of producing reports focused on sales, revenue and matchday co-ordination
- Experience of managing system developments
- Ability to work accurately, with close attention to detail
- Ability to remain calm under pressure, working to strict deadlines
- Work flexible hours as the Club requires, this will include matchday working evenings and weekends, and other stadium events.

Desirable

- Proven ability to use own initiative and make recommendations for improvements to processes
- Strong organisational skills with ability to multitask and prioritise appropriately.
- ability to adapt to changing conditions quickly in a fast-paced environment.
- Demonstrable experience of delivering exceptional customer service and solving problems
- Proven experience of working autonomously and as part of a wider team
- Proven ability to liaise and build successful relationships with a range of colleagues and stakeholders at all levels

Aston Villa Football Club is an inclusive institution that provides a welcoming environment to supporters, the local community, customers, employees, contacts and competitors. We want to ensure that the Club and all its subsidiaries are free from discrimination of any kind, embracing all regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex (gender), religion or belief.

Aston Villa Football Club is fully committed to safeguarding children and adults at risk across our Club. As such, we adhere to Safer Recruitment processes and for some roles a satisfactory enhanced disclosure via the Disclosure & Barring Service may be required prior to starting in a role at the Club. For more information, please see [Aston Villa Football Club | The official club website | AVFC - Safeguarding](#)