



## JOB DESCRIPTION

<b>Job title:</b>	Hospitality Coordinator	<b>Contractual status:</b>	Permanent
<b>Hours of work:</b>	35 hours per week, usually Monday to Friday 9am until 5pm. However, you will be expected to work all home matchdays.	<b>Salary range:</b>	Competitive
<b>Location:</b>	Turf Moor, Harry Potts Way, Burnley, BB10 4BX	<b>Reporting to:</b>	Hospitality Sales Manager

### Job Summary:

Working as part of the club's Hospitality team, coordinate all hospitality bookings effectively, both matchday and non-matchday ensuring clear information is communicated to the Operations team in a timely manner.

### Role and Responsibilities:

- To effectively coordinate all matchday and non-matchday bookings and communicate in an orderly manner through to the Operations team.
- To assist in producing a matchday plan, fulfil ticketing and all hospitality requests and a weekly function planner for non-matchday events.
- To work with the Priava Events booking system and Advanced ticketing system.
- To answer incoming calls to the department and maximise all enquiries, either by passing to the sales team or managing the enquiry personally.
- To monitor the departments online presence, making sure all enquiries are dealt with effectively and all information is up to date and current.
- Helping to prepare formal customer quotations, order forms, and invoices.
- Builds and maintains effective and professional relationships.
- Work closely with other team members, offering support and assistance when possible.
- General department support to ensure that all systems and processes are well maintained and operational.
- To be able to work flexible hours including evening and weekend match days where the role of the job requires.
- To work towards agreed objectives.
- Comply with all Club policies.
- Promote the Burnley FC brand and ethos in a professional, strong, and positive manner.
- Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.
- To understand and implement the Club's Safeguarding policy, procedures, and best practice guidelines in your role.
- A commitment to equality and diversity in the workplace.
- Willingness to attend training courses including Safeguarding and Equality and Diversity.
- Demonstrate the Club's values at all times.
- This job description is issued as a guideline to assist you in your duties and is not exhaustive. You may, on occasions, be required to undertake additional or other duties within the context of this job description.



**PERSON SPECIFICATION – HOSPITALITY COORDINATOR**

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> <li>Working towards the Events Management degree or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>Events Management degree.</li> </ul>
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> <li>Experience of coordinating events.</li> <li>Administration experience.</li> <li>Experience of working with events management booking systems.</li> <li>Excellent IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a football/sport environment, both matchday and non-matchday.</li> <li>Experience of coordinating large scale events.</li> </ul>
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>Well organised and possess a high level of administrative ability.</li> <li>High attention to detail and the ability to work on multiple tasks.</li> <li>Excellent communicator, both written and verbal, with an understanding of the needs of hospitality businesses.</li> <li>Confident and dynamic personality.</li> <li>Impeccable personal presentation with the ability to always represent the Burnley FC 'brand' to the highest quality.</li> <li>Ability to work within a team and foster good working relationships.</li> <li>A friendly, positive 'can do' and courteous attitude.</li> <li>A commitment to the aims, vision, and values of Burnley FC.</li> <li>Highly motivated and determined to achieve sales and KPI targets.</li> <li>Conscientious.</li> <li>Flexible, helpful, and responsive.</li> </ul>	<ul style="list-style-type: none"> <li>A positive attitude towards professional development and their own learning.</li> </ul>