



Business Development Executive (Ticketing/Hospitality)

Location: The Valley Stadium, Charlton, East London, England

Salary: Circa £30,000 plus commission

Hours: Full time, 35 in-office hours per week plus match days

About the Role

Charlton Athletic Football Club seek a teachable, positive and passionate individual who is committed to becoming a sports sales industry leader. Revenue will be generated primarily from outbound phone calls. These calls will be supplemented with email marketing, text messaging, face-to-face presentations Day-to-day leadership and mentoring of this position will be provided by the Group Ticketing Sales Manager

Key Responsibilities

- Perform outbound and inbound group ticket sales and service activities and renewal sales. Inventory available for sale may include, season tickets, season ticket upgrades, upsells & add-ons, group ticket packages, partial/mini-plan packages, and single game tickets/ promotions.
- Meet or exceed weekly and monthly sales goals while surpassing Group Leader/ client expectations in value and customer service.
- Grow sales significantly each week by attracting additional business leads.
- Maintain computerized records of all prospects and customers within Ticketing/ CRM database.
- Work home games, performing various ticket sales and service duties as assigned and agreed upon with Fan Relationship Management Center (FRMC) Leadership, which may require frequent evening and weekend assignments.
- Contact area businesses, organizations, associations, groups and individuals via phone, in-person appointments and networking events to sell season tickets, corporate, partial plans and group ticket plans.
- Make on average 60-80 outbound sale call activities daily.
- Provide weekly activity updates to Senior Management Team including customer meetings and deal progression
- Track and report daily, weekly and monthly sales figures and relevant accountability.
- Additional responsibilities as assigned by Leadership.

Person Specification

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc.

Essential

- Demonstrable, comprehensive knowledge and understanding of the sales cycle
- Experience of an inside sales environment either consumer or B2B sales consisting of pipeline management and a structured sales approach
- Proven success of achieving and over achieving on sales targets
- Strong understanding of a structured sales approach
- IT Literate – MS office and CRM Systems
- Previously used Salesforce as a CRM tool

General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc.

Essential

- Excellent written and oral communication and interpersonal skills, with the ability to communicate effectively with people at all levels
- High standard of personal appearance
- Strong Account management skills
- Entrepreneurial approach to business
- Ability to work under pressure
- Proactive and tenacious approach to selling
- Ability to work in a high paced sales environment
- Time management and working to tight deadlines
- Rigorous attention to detail

Experience: proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive.

Essential

- Proven track record of delivering growth and exceeding sales targets
- Experience in a related sales industry / role
- Sales Background in B2B and B2C role

About You

The ideal candidate is highly motivated to contribute to the Club's overall ticket sales & service efforts and passionate about continued professional.

What Will You Get From Us?

Who We Are

Charlton Athletic Football Club is an English professional association football club based in Charlton, south-east London. The Club currently competes in League One, the third tier of English football. The club was founded on 9 June 1905 and has a very storied history from rising to the Top-Flight of English Football in the 1930.s (First Division) and again in the 1980's Premier League) to winning the

FA Cup in the 1940's and to leaving the Valley Ground in the mid 1980's only to make an impassioned return in 1992. Charlton can be truly described as a Family Club.

Benefits

We offer you a fantastic opportunity to work in a fast-paced, ambitious dynamic Football Club. In addition, we offer you the following benefits:

- Private Healthcare
- Medicash cash back plan
- Employee Assistance (EA) program
- 5% discount in the Club Superstore
- Contributory pension scheme

Additional Information

- This a full-time role that will include work on weekends and evenings
- Applicants must be eligible to live and work in the UK
- Charlton Athletic Football Club is committed to following relevant health & safety regulations and all members of staff are expected to be fully aware and adhere to, always, the Club's H&S and fire safety procedures
- Charlton Athletic Football Club are fully committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment

Safeguarding

Charlton Athletic Football club are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We endeavour to provide a fun, safe and welcoming environment where children and young people feel respected and valued.

Charlton Athletic Football Club is committed to the principle of equal opportunity and its policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.