Job Title: Hospitality & Events Coordinator
Reports to: Commercial Manager & Venue Sales Manager
Location: Bloomfield Road, Blackpool
Hours: 37.5 per week
Salary: £20,000 per annum

Who we are:

Blackpool Football Club is an English professional association football club based in the seaside town of Blackpool, Lancashire.

The club was founded in 1887 and has a very storied history, from being a founding member of the Lancashire League in 1889, rising to the Top-Flight of the Football League (the old First Division) in 1930, to winning the FA Cup in 1953 and being promoted to the Premier League in 2010 (becoming the first club to gain promotion from every division of the Football League via the play-off system.)

The team are competing in the Championship, the second tier of the English Football League, having gained promotion from League One in 2020–21.

The club have played their home games at Bloomfield Road since 1901.

About the role:

We are looking for a well organised and enthusiastic Hospitality & Events Coordinator to join our established team, based at our Bloomfield Road Stadium.

You will be a key part of the Commercial team helping to support the Hospitality & Event activities across the Club.

On a day-to-day basis you will be supporting the Commercial Manager & Venue Sales Manager in dealing with incoming enquiries, from Marketing activity to coordinating the Hospitality & Events set up operations.

We’re looking for the person joining to be able to deliver a high level of customer service to ensure we can maximise on return business.
Key Responsibilities and Duties:

**Hospitality Operations**

- To coordinate all inbound Match Day Hospitality packages across all areas – Directors Lounge, Matthews Suite, VIP Boxes, 1953 Lounge, Heineken Lounge & Moretti Lounge.
- To administer the above including issue of hospitality packs inclusive of confirmation letter, itinerary, menus, car park passes.
- To coordinate match day set up across all (Commercial) Hospitality areas – Directors Lounge, Matthews Suite, VIP Boxes, 1953 Lounge, Heineken Lounge & Moretti Lounge.
- Provide match day support including meeting, greeting, and attending to the needs of guests, to deliver an excellent customer experience.
- Reporting of Hospitality numbers on a daily / weekly / monthly basis to the Commercial Manager, Chief Revenue Officer, and Accounts Team.

**Hospitality Credit Control**

- To administer the above including reconciling food costs from our caterer and signing off match day numbers.
- To ensure all Hospitality payments (unless otherwise agreed on seasonal credit terms) on a match-to-match basis are paid by card, BACs or by invoice.
- To work with Accounts to report back and reconcile all Hospitality numbers on a match-to-match basis.

**Event Operations**

- To assist the Venue Sales Manager in selling the clubs meeting & events packages across all function spaces on a non-match day basis.
- To liaise with external suppliers and take control of the booking and billing aspect on behalf of the Club.
- To co-ordinate show rounds with prospective clients in conjunction with the Venue Sales Manager.
- Attend weekly operations meetings to discuss business on the books and ensure event requirements have been communicated to the operations team.
• To coordinate inbound meeting & events enquiries via email and phone.
• Hold appointments to effectively plan and coordinate upcoming events with clients.
• Produce operational banqueting event orders to distribute to the wider operations team.
• Contracting all new confirmed enquiries in line with Club terms and conditions.

**Event Credit Control**

• Liaise with the Finance department to setup suppliers on behalf of the Club.
• Raise purchase orders for external suppliers needed on behalf of the Club.
• Send invoices pre/post event to all clients.

**General**

• To build a good rapport with all customers and resolve any complaints/issues quickly to maintain high quality customer service.
• To undertake general office duties to support your role and sales coordination including general administration and correspondence, emails, answering telephone enquiries, raising purchase orders, processing hospitality ticket sales, raising purchase orders, raising invoices etc.
• To work as part of a team with all departments at the club.
• To report any operational, maintenance, cleanliness issues in hospitality areas to management.
• Perform other duties as assigned.
• Working knowledge of Ticketmaster, Microsoft Office and Outlook is desirable but not essential.
• To adhere to all fire safety test procedures and to assist in the evacuation process in the event of a fire.

The above job description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the club.
# Person Specification

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<th>Experience</th>
<th>Essential Requirements</th>
<th>Desirable Requirement</th>
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<td>• At least two years relevant experience in an administration/customer experience role.</td>
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<th>Knowledge &amp; Skills</th>
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<td>• Have a good understanding of our customer’s needs.</td>
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<td>• The ability to create strong working relationships with customers and clients, both on the phone and face to face.</td>
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<td>• Able to communicate, listen, interpret and convey information.</td>
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<td>• Have strong attention to details skills.</td>
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<td>• Ability to work to deadlines and targets.</td>
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<td>• Good IT skills particularly in Microsoft Office applications.</td>
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<th>Personal Qualities</th>
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<td>• A quick learner with the ability to work independently.</td>
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<td>• Good initiative, enthusiasm, problem-solving approach to new challenges.</td>
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<td>• Have excellent verbal and written communication skills.</td>
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<td>• Demonstrates honesty, integrity, reliability, and the ability to ensure confidentiality at all times.</td>
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<td>• Excellent organisational and time management skills.</td>
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<td>• Works within a team environment, co-operates with others, considers the needs of others and helps others to achieve objectives.</td>
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<td>• A strong commitment to you own personal development.</td>
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<td>• Flexibility to work outside of normal office hours.</td>
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To apply for the position please submit an application form and a covering letter detailing how you meet the criteria for the role to Blackpool Football Club, Bloomfield Road, Seasiders Way, Blackpool, FY1 6JJ.

As part of your application, please also complete our Diversity Monitoring Form and return it to HR@Blackpoolfc.co.uk.

The form will be separated from your application on receipt. The information on this form will be used for monitoring purposes only and will play no part in the recruitment process.

Closing date for applications is Monday 3rd October 2022.
Safeguarding: Blackpool Football Club Ltd and the EFL are committed to safeguarding the welfare of children and young people and expects all staff and volunteers to endorse this commitment. Posts advertised may require Enhanced Criminal Record Checks and may include checks against the Barred lists, as such it is exempt from the Rehabilitation of Offenders Act (1974). Therefore, all convictions, including spent convictions that have not been subject to filtering by the DBS should be declared.

Recruitment checks: You will also be required to provide details of referees for the previous five years working history or referees whilst in full time education.

Equality and Diversity: Employees must always carry out their duties with due regard to Blackpool Football Club’s policies and procedures. The employee must ensure a positive commitment towards equality and diversity treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relationships between all internal and external stakeholders.

Inclusion and Anti-Discrimination Mission Statement: At Blackpool Football Club we aim to provide an enjoyable experience for all supporters and hold inclusion and anti-discrimination at the core of our values. We are committed to creating an environment which welcomes and respects people from all communities, promoting equality and diversity at Bloomfield Road and its associated premises. As a Club we recognise the nine protected characteristics (age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation) under the Equality Act 2010 and will play an active role in supporting inclusion and putting an end to discrimination.

The employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relationships between all internal and external stakeholders.

Blackpool Football Club is an equal opportunities employer.