

VENUE SOURCING OPERATIONS MANAGER.

We are looking for a Venue Sourcing Operations Manager to pro-actively manage our Venue Sourcing team. Based in our Broome office in the West Midlands, you will be involved with working with and growing our direct business clients, as well as supporting our Delivery department with their venue finding requirements.

You must have substantial venue finding experience, coupled with strong management skills. You must also be comfortable talking strategy and have a strong overall commercial/business awareness.

Key Responsibilities

- **Department management** - overall responsibility of management of the Venue Sourcing department including input into strategy and ensuring the smooth running of the department
- **Team management** – lead and manage a team of Venue Sourcing Managers and Executives including line management and conducting appraisals. Ensure all people processes are followed
- **Brief management** – to oversee the brief management of the department receiving briefs from CSD, Account Directors or clients and allocate to the team. Ability to listen intently and to be able to research and 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
- **Proposal writing** - using the Top Banana template to produce creative and accurate proposals within the agreed SLA. Accurate, detailed and researched information obtained to ensure that the presentation is comprehensive and in line with the brief.
- **Client liaison** - attending client meetings and site visits with clients where required. Clear effective verbal and written communication maintained at all times. Honest and professional communication throughout the whole project and point of support to the client at all times.
- **Negotiating skills** - good negotiating skills ensuring the client is only quoted the best commissionable rates available. Be aware of current market pricing with venues ensuring rates are negotiated down.
- **Venue liaison** - clear and effective lines of communication to be established with venues. Venue service delivered to the client's standards and expectations. Confidently organise and attend venue show rounds and accurately complete Top Banana site inspection report. Negotiate best available commissionable rates, accurately confirm client requirements with the venue and negotiate and oversee contract terms and conditions ensuring complete accuracy.
- **Database management** - ensure database is current and all discrepancies and changes are reported to data base management company. Manage, maintain and update content of the database on all UK, European & Worldwide venues.
- **Financial management** – ensure that the venue costing sheets are kept up to date throughout the life cycle of projects, ensuring all savings and added values are tracked and reported. Produce accurate cost sheets utilising the Top Banana template within agreed SLA. Detailed and accurate cost sheets to be produced alongside the proposal. All negotiated pricing to be included.
- **Meeting financial targets** - maximising commissionable revenue from venues and ensuring financial targets are met.
- **Industry awareness** – keep up to date with industry trends and new venue openings including international venues. Build relationships with venue representatives, educational trips, venue finding appointments etc. Manage the company familiarisation trip process

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- **Marketing** - work together with the Marketing team to ensure the correct approach and mechanics are being implemented for department marketing
- **Meeting attendance** – prepare status reports and attend the weekly WIP meeting. Attendance at Commercial and other meetings as necessary to give department updates including preparing reports and presenting as necessary.
- **Diary management** – ensure that the venues calendar is updated correctly prior to company WIP meetings
- **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.

Person Specification

- You will have extensive venue knowledge both in the UK and internationally and have worked in a venue finding role ideally in an agency environment
- Strong process & procedural skills
- Strong trouble-shooting skills
- Natural finisher/completer
- Overall commercial and business awareness
- You must love a challenge, be self-motivated, with strong prioritisation and organisational skills
- You will be comfortable using your initiative and be happy making your own decisions
- Previous line management experience
- Due to our rural location a full driving licence and car is essential

Key Skills

- Organisational skills and attention to detail
- Good stress management
- Autonomous – taking ownership and responsibility
- Financial acumen: reporting and forecasting
- Flexible – ability to adapt in the moment and responsive to change
- Creative and dynamic – think outside the box, challenge the norm
- Ability to work in a team
- Ability to see projects through
- Computer literate

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