|  |
| --- |
| **Sales Support Administrator****Job Description** |
| In collaboration with Warner Media, Linen Mill Studios has developed the world’s only licensed Game of Thrones Studio Tour at their Banbridge studios where a significant proportion of the globally renowned series was filmed. This brand new ‘world-class’ attraction immerses guests in the fantasy and intrigue surrounding the series through as unparalleled presentation of original sets, costumes and artefacts, together with insights into the skills applied in creating Game of Thrones. Game of Thrones Studio Tour delivers an exceptional visitor experience as well as a deep understanding of the quality of production that produced one of the most watched tv series of all time. Our team plays a pivotal role in ensuring that Game of Thrones Studio Tour is internationally recognised as a must-see attraction and by making an important contribution to our core mission, vision and values.This post represents an outstanding opportunity to join a committed and enthusiastic team. Job Role: Sales Support Administrator (Based at Linen Mill Studios, Banbridge, Northern Ireland)Responsible to: Head of SalesResponsible for: Driving attraction ticket sales globally for all market segments. Contract: Full time permanent role working Monday-Friday including evening and Weekend work to attend travel trade events and functions as required.Salary: £22,000 - £27,000 per annumSales Support Administrator Role Summary:We are currently seeking a passionate, energetic and dynamic **Sales Support Administrator** to join the sales team. Reporting to the Head of Sales, this is a vital role within the team to drive sales, provide operational and administrative support for our Sales Team.The ideal candidate will have a positive can-do attitude and love working as part of a busy team. Boundless energy, commitment and enthusiasm is required to help build and nurture the reputation of this world-class visitor experience.The candidate will have responsibility for supporting the Business Sales Development and Event Sales Development Managers. You will support interdepartmental operations, mostly with, but not limited to, the marketing, visitor services and finance teams to ensure efficiency throughout, and to primarily deliver a smooth customer journey. **Key Duties and Responsibilities:*** Develop and establish sound, effective and professional relationships with all current and prospective trade clients to drive ticket sales and experiences.
* Working closely with the Marketing Team drive the development of MICE marketing materials, including brochures, flyers, and advertising campaigns.
* Record, process and respond to all sales enquiries, provide proposals and follow-ups as needed.
* Deliver excellent customer service across all touchpoints.
* Effective administration management.
* Maintain up to date client database and CRM system.
* Assist and participate in all associated sales activities including research, telesales, market engagement, client entertaining, social events, promotions, and familiarisation visits as required.
* Assist and support the annual ticket allocation and commission review for travel trade partners.
* Generate reports as requested.
* Research and identify sales trends and new sales channels with recommendations.

**Essential skills and experience:*** Minimum two years’ experience in a sales administrative role within the hospitality sector, ideally within a visitor attraction, hotel or venue environment.
* Experience in dealing with sales enquiries, providing proposals and follow-ups within defined timeframes.
* Excellent I.T. / Microsoft Office proficient; comfortable with learning new software as the business and role requires.
* Interpersonal skills: a ‘people-person’, confident and at ease with meeting people, building successful business relationships, and fulfilling commitments made.
* Excellent organisational skills.
* Strong verbal and written communication skills, with exceptional attention to detail and precision.
* Fluent in spoken and written English.
* Excellent organisation, prioritisation and time management skills.
* Ability to thrive in a busy and challenging environment whilst working to tight deadlines.
* The role may involve travel; candidates must have access to a car and hold a full Driver's Licence.

The closing date for return of CV’s is 13th March 2023 at 5pm. |
|  |

**Role Specification – Sales Support Administrator**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **ASSESSED** |
| Experience | Minimum of two years’ experience in a sales administrative role within the hospitality sector. | Via CV and interview  |
| Experience | Experience in dealing with sales enquiries, providing proposals and follow-ups within defined timeframes. | Via CV and interview |
| Experience & Skills | I.T. / Microsoft Office proficient | Via CV and interview |
| Skills | Excellent customer focus &strong verbal and written communication skills, with attention to detail and precision | Interview |
| Experience | Ability to thrive in a busy and challenging environment whilst working to tight deadlines. | Interview |
| Desirable | Drivers Licence with access to a car for business purposes. | Via CV and interview |

**Linen Mill Studios Values and Behaviours**

Team members of Linen Mill Studios are required to promote and support its mission and values:

**Our Core Values:** Diversity, Positivity, Teamwork and Creativity. Team members are expected to:

* 1. To embed diversity, you are expected to respect and appreciate each other and be inclusive.
	2. Be self-motivated, passion and positive contributing to the culture of the environment.
	3. Demonstrate strong teamwork with fellow colleagues.
	4. We will promote innovation and embrace change.