



JOB DESCRIPTION

Job title:	Hospitality Coordinator	Contractual status:	Permanent
Hours of work:	35 hours per week, usually Monday – Friday 9am – 5pm. You will be required to work match days, evenings and weekends.	Salary range:	£17,000 - £19,000 per annum
Location:	Turf Moor, Harry Potts Way, Burnley, BB10 4BX	Reporting to:	Hospitality Sales Manager

Job Summary:

- To co-ordinate all hospitality bookings effectively, both matchday and non-matchday.
- To communicate all information through to the Operations team in a timely manner and ensure effective invoicing process.

Role and Responsibilities:

- To effectively co-ordinate all matchday and non-matchday bookings and communicate in an orderly manner through to the Operations team.
- To produce a matchday plan, fulfil ticketing and all hospitality requests and produce a weekly function planner for non-matchday events.
- To work with the Priava Events booking system and Advanced ticketing system.
- To be the main point of contact for 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.
- Preparing 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 and unsociable hours where the role of the job requires.
- To work towards agreed Key Performance Indicators (KPIs).
- 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. To use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.
- 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.
- Undertake any other duties appropriate to this role.

PERSON SPECIFICATION – HOSPITALITY CO-ORDINATOR



CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none">• Events Management qualification.	<ul style="list-style-type: none">• Relevant degree level qualification.
EXPERIENCE & SKILLS	<ul style="list-style-type: none">• Experience of coordinating large scale events.• A proven sales tack record including hitting targets and maximising sales opportunities.• Administration experience.• Experience of working with events management booking systems.	<ul style="list-style-type: none">• Experience in a football/sport environment, both matchday and non-matchday.
PERSONAL QUALITIES	<ul style="list-style-type: none">• Well organised and possess a high level of administrative ability.• High attention to detail and the ability to work on multiple tasks.• Excellent communicator, both written and verbal, with an understanding of the needs of hospitality businesses.• Passionate and enthusiastic.• Confident and dynamic personality.• Impeccable personal presentation with the ability to always represent the Burnley FC 'brand' to the highest quality.• Access to transport for work purposes and to travel to locations throughout the local area.• Ability to work within a team and foster good working relationships.• Meticulous standards.• A friendly, positive 'can do' and courteous attitude.• A commitment to the aims, vision, and values of Burnley FC• Highly motivated and determined to achieve sales and KPI targets.• Conscientious.• Good judgement and knowing when to seek advice or support.• Flexible, helpful, and responsive.	<ul style="list-style-type: none">• A positive attitude towards professional development and their own learning.



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