



JOB TITLE:

Hospitality and Events Manager

ROLE PROFILE:

Forming part of a small but enthusiastic operational team, the Hospitality and Events Manager will play a key role in both the weekday and matchday operation at The People's Pension Stadium, being responsible for the sale and delivery of all events at the stadium, as well as the organisation running of the club's matchday hospitality and other ad-hoc club events. The ideal candidate will be entrusted to manage all existing hospitality and event accounts whilst making a conscious effort to increase revenues across both sectors. The candidate must be confident working in a dynamic environment offering a professional service throughout. Experience in the roll is desirable, but not essential.

REPORTS TO:

General Manager

MAIN RESPONSIBILITIES:

- Day to day management of all hospitality and event accounts, focusing on developing existing relations as well making a conscious effort to increase the pool of potential customers.
- Confidently sell hospitality and events packages to the existing fanbase as well as new customers.
- Work with the catering and commercial teams to ensure the smooth running of the club's hospitality lounges both on the day and in the days prior.
- Being able to competently navigate through a full sales process from initial conversations through to booking, payment and subsequent running of event/match day.
- Responsible for leading on event/ matchday related administration and preparation, including but not limited to managing bookings, distribution of tickets, table plans and catering numbers.
- Communicate with customers across telephone, email and face to face meetings. Site show arounds, matchday meetings and client interaction on event/ matchdays is essential.
- Undertake an active matchday role ensuring that guests are well looked after, whilst also being prepared to assist in waiting tables and other elements of a matchday dining service.
- Meeting targets set by the General Manager and CEO as well as being able competently report matchday profit/loss.
- Any other reasonable duties which the General Manager or other senior members of the club asks you to perform.

PERSONAL SPECIFICATION:

- An organised person able to handle numerous tasks at any one time.
- A 'people person' who has strong relationship building abilities.
- Events experience is desirable, but not essential
- A willingness to get involved in various aspects of the club, when necessary





Crawley Town Football Club

The People's Pension Stadium, Winfield Way, Crawley, West Sussex RH11 9RX
01293 410 000 | feedback@crawleytownfc.com | www.crawleytownfc.com

HOURS:

9am – 16:30pm, 5 days a week including home matchdays.
Part time hours available.

SALARY:

Basic salary and bonuses dependant on experience.

CLOSING DATE FOR APPLICANTS:

Friday 10th October 2021

To apply for the role, please send your CV and covering letter to Tom Allman
(tomallman@crawleytownfc.com) or use the same email to have an informal discussion about the role.

Crawley Town Football Club are an equal opportunities employer.

