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| **Position:**  | Resort Business Manager |
| **Reporting to:** | Executive Director  |
| **Responsible for:** | Sponsorship and Sales for Lingfield Park Resort |
| **Contract type:** | Permanent |
| **Hours of work:** | 40 hours per week, 5 days out of 7.  |

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**About the role**

The Business Managers role is to drive general commercial, sponsorship and proactive sales activities across the resort including Racing, Hotel, Golf and Events.

This person will lead along with liaison with the regional sales hub, delivery team and build client relationships acting as the site-based contact for the provision of commercial racing and non-racing business, packages, ensuring smooth communication, transmission of information and ensuring final delivery to clients.

The role works closely with the Executive Director and General Manager in the provision of site-based commercial activity, site representation including proactive sales, show-rounds and co-ordination of non-central suppliers.

This role will ensure site-specific collateral is available and presented professionally and appropriately and will update systems where needed.

You will be confident, positive and comfortable working to tight deadlines and under pressure. Effective task management and attention to detail will be essential along with an ability to present well to colleagues as well as clients.

**Key responsibilities for the role will include**

* Drive Sponsorship and Hospitality sales across the Lingfield Resort.
* Identify Sponsorship opportunities across the resort preparing scope of packages, through to contractual terms and conditions.
* Represent the race course in an appropriate and professional manner dealing with a variety of clients and requests.
* Acting as client liaison to coordinate final booking details with smooth communication to the delivery team.
* Acting as account handler for specific existing client business, used to dealing directly with the resort assets and teams.
* Liaison with finance, final details to ensure accurate invoicing, ensuring before-the-day payments have been made.
* Work closely with operations and the delivery team to ensure accurate pre-race-day / pre-event setup and delivery, briefing where necessary.
* Coordination of localised and group-wide sponsorship collateral provision and activation.
* Ensuring marketing collateral is appropriate, up to date and in good supply in conjunction with marketing department.
* Management of direct-to-site communication and flow of enquiry.
* Work with ED/GM in representing the business to the local community where appropriate.
* All business-related tasks within reasonable scope of the role.

**Essential Skills & Experience:**

* Educated to A-level standard or equivalent. Business qualification preferred.
* Previous effective sales experience is essential.
* At least 2-years working in a business or commercial Management role.
* Highly organised, with the ability to manage multiple projects in a multi-stakeholder environment, to tight timescales.
* Client and account management experience
* The ability and flare to showcase the resort for an event or business show rounds
* Proven experience in working with multiple teams, coming together to provide a high-quality service acting as the point-person on-site to ensure high-quality service delivery.
* Numerate, with good IT skills including MS Office products.
* Affable and presentable, with experience in working with high-value clients, with a proven ability to engender trust and respect.
* Self-starting and tenacious, with a can-do attitude turning your hand to any reasonable project or activity.

**Other**

To comply with all Health and Safety procedures associated with the department at all times. This relates to:

* Standards and procedures of correct working practices
* The completion of risk assessments
* COSHH regulations
* Use of Personal Protective Equipment
* minimising energy wastage by switching off unused lights, heating, PCs and equipment

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.