Doncaster Racecourse

Position:	Sales Revenue Coordinator
Reporting to:	Sales and Commercial Manager (North)
Contract type:	Permanent – Full Time
Hours of work:	40 hours, 5 days out of 7

About the role:

This role is responsible for ensuring that all event-related financial transactions are processed accurately, in line with agreed payment terms, and compliant with company procedures. Working closely with the Commercial, Ticketing, and Central Finance teams, the postholder will help maintain strong financial controls, safeguard revenue, and deliver a high standard of customer service in all payment-related matters.

The position requires strong attention to detail, excellent organisational skills, and the ability to build effective working relationships across departments.

Key responsibilities of a Sales Revenue Coordinator…

- Manage event bookings, including the processing of customer payments and credit checks, ensuring full compliance with agreed payment terms.
- Carry out credit control activities, proactively following up with customers to ensure payments are received in line with agreed terms.
- Raise credit notes for bookings that do not meet payment deadlines, ensuring they are issued in a timely manner and that sales data remains accurate.
- Liaise closely with the Finance and Commercial teams regarding outstanding debtors and agree appropriate payment deadlines.
- Act as a key point of contact for customers and the Commercial team on payment-related queries.
- Ensure the accuracy and compliance of rates and packages across all relevant systems.
- Process and post daily customer payments received via BACS and cheque into Eventmaster and Salesforce.
- Process refunds via Realex, ensuring all authorised refunds are handled in line with terms, conditions, and contractual agreements.
- Issue credit vouchers where requested due to booking abandonment or as agreed with the Ticketing team.
- Support the Central Finance team by resolving queries relating to customer BACS receipts, ensuring accurate allocation and reconciliation across all systems.
- Raising hospitality balance invoices in the agreed time frame, prior to the event and paid in full before tickets issued
- Management of third party bookings, ensuring all bookings and payments are handled accurately and efficiently.
- Ensuring that all EVH deposit and final payments are paid in time and flag any unpaid invoices 7 days prior to the event

- Ensuring that all sponsorship payments have been paid ahead of specific fixture dates
- Supporting with Annual Box holder's debtors and chasing for payment

Key Performance Indicators:

1. Achievement of debtor reduction targets and timely collection of outstanding balances.
2. Maintaining costs and outstanding debt within budgeted parameters.
3. Accuracy and timeliness of payment processing, invoicing, refunds, and credit note issuance.
4. Customer and internal stakeholder feedback on the professionalism and efficiency of financial support provided.
5. Compliance with agreed payment terms and internal financial control procedures.
6. Effective and timely completion of all key duties outlined in the role profile.

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

To control wastage and operate according to the Companies environment policy with regard to:

- product control and waste minimisation
- proper care and maintenance of equipment to prolong its life
- using towels in appropriate quantity to minimise unnecessary laundering
- proper separation and disposal of cardboard, paper and glass in recycling bins
- 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.

Signed by Employee…… Date…….

Signed by Line Manager…… Date…….