

Doncaster Racecourse

Position:	Hotel Sales Manager (MAT Cover)
Reporting to:	Revenue Manager
Responsible for:	Manage commercial operations, supporting sales and administration while coordinating clients and internal teams to deliver exceptional customer experiences and drive business growth.
Contract type:	Fixed Term Contract (MAT Cover)
Hours of work:	32 hours per week, 4 days out of 7.

About the role

Oversees commercial and administrative operations across the revenue and sales function at the hotel, acting as the key on-site link between clients, the regional sales hub and delivery teams. They ensure seamless communication, coordinate commercial packages, support site-based sales activity, manage social media channels to promote the hotel and its events, liaise with suppliers, identify sales opportunities, and deliver an outstanding client experience.

Key responsibilities for the role will include:

- Coordinate commercial, hospitality and event bookings, ensuring seamless delivery from enquiry to completion in conjunction with the regional sales hub, ensuring all enquiries / data is captured through on property sales platforms
- Undertake, administer RFP / Quotes for clients, either on local or national accounts in line with Hilton processes and platforms
- Act as the main on-site contact for clients, liaising with the regional sales hub, delivery teams and suppliers.
- Support sales growth by identifying opportunities, managing existing accounts and assisting with new business enquiries in conjunction with the hotel revenue manager and general manager.
- Manage the hotel's social media channels, creating engaging content to promote the hotel, events and special offers.
- Work closely with the General Manager to support sponsorship, commercial initiatives and community engagement.
- Coordinate event logistics with operations teams to ensure successful setup, delivery and exceptional customer experiences.
- Prepare and manage booking details, contracts and invoices, working with finance to ensure accurate billing and timely payments.
- Maintain marketing and promotional materials, ensuring all collateral is current, professional and readily available.
- Provide high-quality administrative support, maintaining accurate records, systems and reports.
- Represent the hotel professionally, delivering outstanding customer service and building strong relationships with clients, partners and stakeholders.

Essential Skills & Experience:

- Experience in a busy administrative, sales, commercial or customer-focused environment.



- Excellent organisational skills with the ability to manage multiple tasks and priorities.
- Strong communication and interpersonal skills, with the ability to build positive relationships.
- A proactive and self-motivated approach with excellent problem-solving skills.
- Ability to work independently and collaboratively as part of a team.
- High attention to detail and a commitment to delivering excellent customer service.
- Confident using IT systems and Microsoft Office applications.
- Ability to work under pressure and meet changing business demands.

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 Hilton Hotels, 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.....