



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Group Sales Executive

Department: Commercial

Reporting to: Head of Premium Seating

Contract: Fixed Term

DIMENSIONS OF ROLE

Normal working hours will be 09:00 to 18:00, Monday to Friday (inclusive), including one-hour unpaid lunch on each day worked; making a total of 40 working hours per week.

KEY PURPOSE OF ROLE

The successful candidate will support the Head of Premium Seating and the wider Premium Seating and Marketing Departments, as well as Club Services, with group and Premium Seating sales across all fixtures at Lord's. Particular focus will be given to Vitality Blast and international women's fixtures, in support of a wider Club objective of driving further sales and increasing attendance at these fixtures.

KEY TASKS AND ACCOUNTABILITIES

- Developing and maintaining an in-depth knowledge and understanding of Group packages and Premium Seating products.
- Responding promptly and appropriately to all incoming enquiries.
- Proactively driving the sale of Group Packages via email and phone calls and outreach.
- Conducting research into potential areas of business growth.
- Supporting general administration duties.
- Working alongside the Marketing Department to develop sales plans and assist on marketing campaigns.
- Maintaining all aspects of client records, ensuring the CRM system is always kept up to date with accurate details and account notes for all customers, and in compliance with relevant and applicable data protection legislation.
- Facilitating the sale of Major Match tickets as required.
- Cross department support as and when required by the Head of Premium Seating.
- Supporting the Club Services Department with the administration and delivery of Group Sales bookings.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

VARIATIONS OF JOB RELATING TO MAJOR MATCHES

- Visiting the Premium Seating and Group Sales areas throughout the day to greet guests and assist with any queries they may have.
- Attendance at all major match-days, including weekends, as required.
- Any other duties, whether in the Department or elsewhere around the Ground, as required.

HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment, or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a Fire Warden.

VALUES AND BEHAVIOURS

EXCELLENCE

- Striving for excellence in every aspect of the MCC's operations.
- Valuing continuous improvement, pushing boundaries to achieve the best outcomes for Members, players and visitors.
- From the world-class cricket schedule to the maintenance of Lord's Cricket Ground, we aim to drive forward the game of cricket.

TEAMWORK

- Creating a cohesive and supportive environment to create shared goals and responsibilities.
- Success in our team performance benefit all who come to Lord's.
- By valuing teamwork at MCC we create a positive and inclusive environment.

INTEGRITY

- Striving for honesty, fairness and ethical conduct in all aspects of cricket.
- Integrity, both on and off the field of play, is at the heart of MCC.
- Promote a culture of sportsmanship celebrated by those within the Club and those who visit to play or watch.

PERSON SPECIFICATIONS – SKILLS, EXPERIENCE AND QUALIFICATIONS

- Previous administration experience.
- Previous sales and customer service experience.
- A strong customer focus with excellent communication and presentation skills.
- Ability to communicate with a broad range of internal and external customers, adapting style and approach as and when required.
- Able to use own initiative and be proactive; helping to create and implement new ideas.
- Flexible approach to working hours including weekend working during the busy cricket season.
- The ability to work quickly under pressure, maintaining a high level of accuracy and detail.
- Proficient in verbal and written communication.
- Excellent IT skills including a strong working knowledge of all Microsoft applications.

Written by: Ben Porter

Accepted by:

Date: September 2024

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