

## Commercial Executive Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

### Your Role

**Competitive salary up to £32,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

**This is a brand-new, high-impact position at the heart of Manchester Central's Sales team. you will be the first point of contact for event organisers looking to bring their ideas to life at one of the UK's leading convention centres.**

Reporting directly to the Commercial Director, this role is working on a full time, permanent basis.

We recognise that skills, experience, and potential come in many forms, and we encourage you to apply if you see a strong alignment between your abilities and this opportunity - even if you don't check every box. We are committed to building a diverse and inclusive team and value different perspectives and backgrounds.

Your duties and responsibilities will include but are not limited to:

- Assessing and qualifying enquiries against Manchester Central's operational capability, commercial strategy and target sectors.
- Engaging with event organisers to understand objectives, requirements and budget, gathering all key event information.
- Accurately recording enquiry details within CRM systems and providing clear handovers to Account Managers.
- Maintaining an efficient, well-managed pipeline and collaborating with Sales, Marketing and Business Development teams.

The ideal candidate will have:

- Strong communication and relationship-building skills, with a confident and professional approach.
- A commercial mindset with the ability to prioritise and qualify opportunities effectively.
- Excellent organisational skills with the ability to multi-task.
- Experience in an events, hospitality or customer-focused commercial role.
- Confidence using CRM systems or similar sales tools.



You must:

- Be customer-focused, professional and proactive at all times.
- Be able to manage multiple enquiries while working accurately and efficiently.
- Work effectively both independently and as part of a collaborative team.
- Be solution driven whilst maintaining attention to detail.

## Apply

To apply for this exciting opportunity, please send a CV to:

Ref: Commercial Executive

FAO: HR Team

Email: [careers@manchestercentral.co.uk](mailto:careers@manchestercentral.co.uk)

Closing date for applications: 8 February 2026 (5PM). We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

# Job Description

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## Commercial Executive

<b>Salary:</b>	£32,000 pa
<b>Hours:</b>	37.5 hours per week
<b>Working pattern:</b>	Monday to Friday
<b>Location and business area:</b>	Manchester Central Convention Complex – Sales Department
<b>Aim of the role:</b>	<p>This is a brand-new, high-impact position at the heart of Manchester Central’s Sales team. you will be the first point of contact for event organisers looking to bring their ideas to life at one of the UK’s leading convention centres.</p> <p>The main responsibility of the role is to triage, qualify and elevate inbound enquiries—quickly identifying the opportunities that align with our venue’s operational capabilities, commercial strategy and convention-centre product. For the right opportunities, you’ll become the organiser’s first guide: understanding their event vision, clarifying objectives, gathering essential event details and shaping the information required for our Account Managers to progress the opportunity.</p> <p>You’ll also play an important role in supporting our business development activity by identifying emerging opportunities, spotting growth potential within enquiries and helping to shape the early stages of our commercial pipeline.</p> <p>This is a role for someone sharp, curious and confident—able to spot high-value potential, ask insightful questions, and move unsuitable enquiries out of the pipeline swiftly and professionally. You’ll combine excellent communication skills with strong business acumen, multitasking abilities and a genuine passion for ensuring that the first point of contact with the venue is welcoming, professional and full of enthusiasm.</p>
<b>Directly responsible to:</b>	Commercial Director
<b>Directly responsible for:</b>	N/A

## Main areas of responsibility

### 1. Enquiry Triage & Qualification

- Act as the first point of contact for all new event enquiries entering the Sales team.
- Review and assess each enquiry against Manchester Central's operational capabilities, commercial strategy and target sectors.
- Rapidly identify which enquiries represent strong convention-centre opportunities and which do not.
- Progress qualified enquiries efficiently, while professionally redirecting or declining those that fall outside our product scope.

### 2. Client Engagement & Information Gathering

- Engage early with organisers of qualified events to build rapport and understand the broader purpose and vision for their event.
- Ask insightful questions to uncover objectives, audience profile, content themes and organiser aspirations.
- Collect and confirm essential event information:
  - Dates and duration
  - Layout and space requirements
  - Estimated delegate numbers
  - Technical, catering and operational needs
  - Commercial considerations and budget
- Ensure all enquiry details are accurately captured within CRM systems, supporting a smooth handover to the Account Managers.

### 3. Pipeline Efficiency & Lead Management

- Maintain a clean and organised pipeline, ensuring enquiries move through the qualification process quickly and appropriately.
- Monitor patterns or trends in enquiries to support strategic decision-making.
- Work closely with colleagues in Sales, Marketing and Business Development to align qualification criteria with evolving commercial priorities.
- Contribute to wider business development efforts by identifying potential long-term clients and feeding early insights into growth strategies.

### 4. Internal Collaboration & Support

- Provide clear, concise briefings to Account Managers on qualified opportunities.
- Support wider Sales & Marketing projects where required.
- Uphold excellent internal communication to ensure seamless client experience from first contact to event delivery.

### 5. General Responsibilities

- Always promote Manchester Central in a positive, professional and engaging manner.
- Contribute flexibly to key business priorities and projects across the Sales and Marketing functions.
- Provide administrative support to the Sales team where required, including raising purchase orders, commission requests and supporting related commercial processes.
- Adhere to Manchester Central's health & safety standards, code of conduct and values.
- Embrace continuous learning and personal development.
- Perform any additional duties reasonably required by your line manager.

## About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

## The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**  
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**  
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**  
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**  
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.  
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**  
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

## Person Specification

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Education	Essential	Desirable
Degree		✓
Experience		
Experience within events, hospitality sector		✓
Experience with CRM systems		✓
Experience in customer facing roles	✓	
Experience in a commercial environment	✓	
Skills		
Strong commercial instincts	✓	
Excellent communicator	✓	
Highly organized and able to multi task	✓	
Strong collaboration	✓	
Personal Attributes		
Being able to remain calm under pressure	✓	
Proactive and solution driven	✓	
Detail focused	✓	
	✓	