



Sales Account Manager

Runway Visitor Park (located at Manchester Airport)

Runway Visitor Park is one of the North West's most popular outdoor attractions. Providing the perfect location for families and enthusiasts to watch the take-off and landing of planes at Manchester Airport, the venue also includes a playground, café, aviation shop and conference facilities.

The café and conference facilities are managed by Manchester Central.

The Role

Competitive salary up to £30,000pa plus bonus/ 25 days holiday plus bank holidays / contributory pension scheme / free car parking

Reporting directly to the Sales Manager, 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:

- Managing new and existing client accounts to deliver excellent service and repeat business.
- Driving revenue by meeting sales targets and working with existing clients to grow revenue streams from their events in line with annual growth targets
- Overseeing the full event journey, from booking through to post-event evaluation.
- Producing accurate Event Sheets and working with operations to ensure events are viable and successful.
- Maintaining CRM records and responding promptly to client enquiries.
- Building strong relationships with clients, suppliers, and internal teams.

The ideal candidate will have:

- Evidence of an ability to identify and win business.
- Experience of sales reporting and CRM systems.
- An understanding of the events industry from sales and/or operational perspective.
- Strong relationship-building and client care skills.
- Excellent organisational skills with attention to detail.
- Confidence in presenting, negotiating, and upselling.

You must:

- Have a proactive, consultative approach to sales and client management.
- Be self-motivated but with the ability to work as part of a team
 - Be keen to learn. This is a great development opportunity.





Apply

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

Ref: Sales Account Manager

FAO: HR Team

Email: careers@manchestercentral.co.uk

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

Sales Account Manager – Concorde Conference Centre

Salary:	Up to £30,000 per annum plus bonus
Hours:	37.5 hours per week
Working pattern:	Monday to Friday
Location and business area:	Concorde Conference Centre - Sales
Aim of the role:	<p>To develop and maintain current license fee revenues and to attract new business to the Concorde Conference Centre, contributing to both team and individual targets.</p> <p>Liaising with the operational teams and seeing the event through from confirmed booking to post event evaluation.</p>
Directly responsible to:	Sales Manager
Directly responsible for:	N/A

Main areas of responsibility

- Account managing both new and existing client bases
- Ensuring all clients receive excellent service & return to the venue, driving repeat business
- Meeting and exceeding all agreed sales targets (individual KPI & revenue targets, and overall team target)
- Working with existing clients to grow revenue streams from their events in line with annual growth targets
- Contributing to clear and strategic venue diary management, taking a structured and consultative sales approach to all accounts
- Organising and attending client meetings, both internally and externally including national travel as and when required for business purposes
- Serving as an ambassador for the Manchester Central brand at all times, delivering on and adhering to the company's core values
- Maintaining and accurately keeping updated customer records on internal CRM system.
- Efficiently respond to all customer enquiries in a timely and effective/detailed manner
- Liaising with clients in the lead up to events attending final details meetings and menu tastings
- The production of Event Sheets, working closely with the operations team to ensure the events you sell are not only commercially, but equally operationally viable
- Knowledge of product and service, upselling where possible to drive revenue
- Attending weekly operations meetings, ensuring actions are completed and followed up on
- Working with venue suppliers, building relationships and liaising with them on events
- Collating all event Health and Safety information risk assessments, insurance etc.
Adhering to company H&S policy

About us:

The café and conference facilities at Runway Visitor Park are managed by Manchester Central.

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

Education	Essential	Desirable
Bachelor's degree in events or hospitality management		<input checked="" type="checkbox"/>
IOSHH or equivalent qualification in Health and Safety		<input checked="" type="checkbox"/>
Experience		
Evidence of an ability to identify and win business	<input checked="" type="checkbox"/>	
Experience of sales reporting and CRM systems	<input checked="" type="checkbox"/>	
Background in a structured sales role preferably within the hospitality and/or events sector		<input checked="" type="checkbox"/>
Prior experience working in a sales/ operational role within the industry		<input checked="" type="checkbox"/>
Knowledge		
Understanding of the events industry from a sales and/or operational perspective	<input checked="" type="checkbox"/>	
Awareness of current industry trends within the hospitality and/or events sector		<input checked="" type="checkbox"/>
Skills		
Ability to effectively communicate ideas to people at all levels	<input checked="" type="checkbox"/>	
Customer focused	<input checked="" type="checkbox"/>	
Negotiation and persuasion skills	<input checked="" type="checkbox"/>	
Confident and competent user of Microsoft Excel, Word and PowerPoint	<input checked="" type="checkbox"/>	
Ability to manage own workload and time	<input checked="" type="checkbox"/>	
Organised and efficient	<input checked="" type="checkbox"/>	
Commercially focused and a good understanding of numbers	<input checked="" type="checkbox"/>	
Personal Attributes		
Self-motivated but with the ability to work as part of a team	<input checked="" type="checkbox"/>	
Willingness to learn, this is a great development opportunity	<input checked="" type="checkbox"/>	
Able to deal with change and be able to put forward proactive solutions	<input checked="" type="checkbox"/>	
Enjoys working in a fast-paced environment	<input checked="" type="checkbox"/>	

