



Job Description

Job Title: Commercial Manager

Location: Dudley Canal & Tunnel Trust.

Hours of Work: 37.5hrs per week to include one weekend day as part of regular working pattern.

(A flexible approach to work hours will be required due to nature of the role)

Salary: C20K depending on experience

Function: To work closely with the CEO to develop a sustainable income generating arm which supports the charitable works of the Trust. To manage all aspects of the Trusts commercial/trading activities and deliver sales targets, commercial bookings and assigned Special Events. To deliver a customer focused operation and exemplary customer service across the whole organisation.

Duties:

Manage the Tickets and Gift shop - To include all line management requirements of the staff, producing a seasonal range plan and purchasing plan. Liaise with Sales Reps and secure best prices. Oversee visual merchandising of shop and layout. Manage the shop and ticket sales.

Develop a corporate/hospitality offer – including the Function Room, Dining and Corporate boat offer. Source clients, prepare proposals and event running sheets, oversee room set up, be the main point of communication for clients and internal departments. Oversee delivery and follow up of bookings.

Take the lead for the delivery of the Enterprise Special Events – Bostin Fittle, Halloween, Christmas and others. Be main point of communication for service suppliers, internal departments and the Council Safety Advisory Group, prepare all H&S requirements, assessments and safe working practices for the event.

To work with the Catering Manager to develop and implement an evening dining offer for the Gongoozler Restaurant.

To work as part of the Trust Management Team to deliver its day to day functions.

To prepare, attend and deliver a department report to the Enterprise and Main Board.

To deliver sales targets, KPI's and Business Plan objectives as assigned.

To manage budgets as assigned.

Person Specification: Essential

- Excellent customer service skills
- Ability to drive
- Event planning, management and operational experience
- Sales experience
- Computer & IT literate
- Flexible working as will include weekend and anti-social hours
- Team leadership and staff management experience

Person Specification: Desirable

- Creative and focused attention to detail
- Knowledge of Charitable Trust/Enterprise/Trading Company operations
- Budgetary experience
- Knowledge of Health & Safety

Line Management

- Post holder reports to the Chief Executive
- Post holder line manages the Shop and Ticket staff
- Post holder will be required to lead event/booking staff during delivery

Budgets Held

- Shop trading budget
- Ticket Office trading budget
- Special Event delivery budget
- Shop & Ticket staff wages budget
- Corporate/Hospitality budget
- Project budgets as assigned