



Group Sales Executive 1 x 40 hour Full Time, Monday to Friday and 1 x 16 hour Weekender

Reports to: Head of Sales and Marketing
Preferred start: ASAP

Scope of the Role

The Group Sales Executive (GSE) will be responsible for managing all group and school enquiries and bookings for BODY WORLDS London (BWLON), over the telephone, via e mail, via third parties and in person.

From the point of enquiry, the GSE will ensure all enquiries are dealt with in a timely manner and actively upsell the experience and packages at every opportunity.

A key responsibility for the role is the scheduling of groups to ensure that groups are booked in within the agreed allocations to ensure the best experience not only for the group but also for other paying BWLON customers.

A critical aspect of the role will be to ensure the tracking and reconciliation of payments for the groups whether this is over the phone, via bank transfer or online.

The GSE will integrate with many different roles within the business. Reporting into the Head of Sales and Marketing, the GSE will ensure the most effective, efficient and customer service friendly booking process to ensure that all potential sales and return visits are maximised upon.

The GSE will also work very closely with the Operations team on a daily basis. They will ensure that the daily Duty Management team have accurate booking reports. They will liaise with the Ticketing and Systems Manager to ensure all aspects of the booking process is supported by the ticketing system.

Ad hoc daily responsibilities will include answering general enquiries, monitoring various social media and review channels, supporting the operations team, in addition to sales and marketing functions and providing various statistics where required and any other reasonable request.

Qualifications & Experience

- 2 years experience working within a visitor attraction/venue/exhibition environment and working with a venue ticketing system
- Have strong selling skills and an understanding of groups bookings and processes
- Have excellent telephone and written communication skills

- Experience of liaising with finance functions for reconciliation of group and school payments
- Highly organised and able to work in a fast paced environment
- The role is supporting a new business and a can do, hands on approach is required.