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**Job Specification – Sales Team Manager - Events**

Location Home and office based, approx 2 days at Banana HQ Bury St Edmunds – must live within an hour’s commute

Contract Type Permanent, Full-time

Reports To Director of Sales & Partnerships

**Team Overview**

The Event Sales team creates memorable events for large groups including corporate customers, schools, youth organisations, and others.  The team both receive incoming requests and proactively generates leads, creating tailored adventures (including working with 3rd party suppliers if required), ensuring that our customers receive an amazing experience at each stage of their Go Ape adventure.

**Purpose of the Role/Role Overview:**

This role will see you work in conjunction with the Sales Director and the wider support teams to translate strategy into performance revenue, as well as implementing business plans that will contribute to the ongoing development of the overall business strategy. Acting as champion you will lead the development of a continuous improvement culture and mindset within the events team and support any wider business activity as and when required.

**Working Closely and in partnership with** the Director of Sales & Partnerships, Events Team, Events Marketeer and Site Managers.

**Job Specification** Responsibilities will include but not be limited to:

* Have a real driving impact on performance by delivering the departments revenue goals and securing key performance indicators in line with the business objectives.
* Monitor and analyse performance metrics and suggest improvements
* Prepare monthly, quarterly and annual sales forecasts
* Overseeing and influencing the activities and performance of the sales team.
* Coaching the sales team in all aspects of performance delivery, providing coaching on a one to one basis and within the team, to mitigate any underperformance and drive continuous future improvement.
* Developing the sales team through motivation, coaching and product knowledge education.
* Ensuring all aspects of the customer sales journey is completed effectively.
* Work closely with other departments that have a direct impact on the events team to achieve continuous performance improvement.

**Person Specification** The suitable candidate will have:

* Experience in managing and directing a sales team
* Ability to lead a sales team
* Proven expert and results in sales and coaching
* The ability to engage, evaluate and develop people and their performance
* Ability to recruit, train and build a scalable sales team
* Excellent communication skills with ability to build rapport across the business
* Strong data analysis skills
* Proven ability of coaching and influencing others in a matrix environment to adopt to new practices and experiences.
* Excellent written and verbal communication skills
* Dedication to providing great customer service

**Reward Package**

Basic Salary & Bonus Opportunity

Holiday Entitlement – 25 Days +Bank Holidays & Christmas Shutdown

Working Hours 9 – 5.30 Monday to Friday

Benefits Package

**Company Ethos**

Our Values

* Keeping the adventure in adventure
* Encouraging ‘I can’t to become I can’
* Always seeking to be two steps better
* Zero risk equals zero development
* To challenge, surprise and excite
* Build in customer delight
* Be socially and environmentally responsible
* Create worthwhile, rewarding jobs
* Do the right thing

Our Mission

* To be the best Adventure company on the planet (where you can be home in time for tea)

Our Vision

* ‘Creating adventures, encouraging everyone to live life adventurously’

If you feel as strongly as we do about encouraging everyone to life more adventurously then this could be the perfect environment.