

## MEMBERSHIPS MANAGER

**Job Title:** Memberships Manager  
**Location:** Olympia Events, London, W14 8UX  
**Reports to:** Sales Director – Conference and Events

**Description:** Olympia Events is more than an exhibition venue, conference centre and live-event space - it's an inspiration. Against a backdrop of grand Victorian architecture, the seven connected spaces inspire engagement and enjoyment. Olympia Events is recognised in the industry for exceptional levels of customer service and support, and our numerous awards are testament to our clients' satisfaction. Beyond the walls of our venue, Olympia is on the ground, working to invest in people, strengthen our communities, and protect the environment.

Olympia Events is undergoing a period of change. In 2017, the venue was bought by a consortium led by Yoo Capital and Deutsche Finance international. Work is currently underway to transform the wider estate into a cultural hub of which Olympia Events will be the central part. Once complete, the estate will include a new theatre, music venue, two hotels, over 30 eateries, world-class office space and over two acres of public realm. More information can be found at <https://olympia.co.uk/>

**Job Purpose:** Reporting directly to the Sales Director – Conferences and Events, you will be responsible for identifying, developing, and securing new hospitality members and delivering hospitality experiences that align with Olympia's launch plan and strategic goals. You will possess a deep understanding of market trends and competitive landscapes to cultivate key relationships and drive revenue growth.

### Key responsibilities

- Maximise revenue opportunities and ensure sell out for all agreed hospitality membership and hospitality experiences.
- Deliver and execute a sales strategy to deliver your agreed targets.
- Cultivate and develop key relationships within a HNWI network, corporate and consumer marketplace.
- Build and maintain strong relationships with existing clients to ensure repeat business.
- Create proposals and negotiate contracts.
- Work with the Sales Director – Conference and Events to execute strategies to support business objectives and maximise awareness for all guest experiences.
- Create sales collateral, including brochures, presentations, case studies, and pitch decks.
- Work positively and collaboratively with colleagues across Olympia Estates Services to ensure all work and efforts are aligned to the wider destination opportunities.

### Person specification

- Demonstrated experience of high level premium hospitality sales.
- Proven experience of delivering and exceeding revenue targets.
- Proven delivery of successful sales strategies.
- Proven experience of hospitality trends and market place.
- Proven experience in managing complex internal and external stakeholder relationships.
- Excellent written and verbal communication skills, with the ability to craft clear and compelling sales messaging.
- Strategic thinker with the ability to develop and execute plans that align with business objectives.
- Ability to work under pressure and navigate fast-paced environments.
- The ability to work autonomously.
- A committed team player.
- A high level of integrity and an ability to be discrete and tactful with due respect for confidentiality.
- Highly organised and efficient with excellent attention to detail.

- Ability to analyse situations quickly and respond to those seeking advice/guidance.
- A confident public speaker with the ability to present information to a wide range of audiences.
- A self-starter with a positive, enthusiastic attitude.
- Highly proficient in MS Office software.

### **Sustainability Responsibilities**

- Continuously improve your knowledge of Olympia Events' sustainability programme - the 'Grand Plan'. Complete all training provided and promote sustainability practices to meet our Grand Plan objectives
- Follow and promote all sustainable workplace policies and procedures and seek ways to make your department more sustainable by taking an active role to initiate change

Olympia Events is fully committed to ensuring the safety and wellbeing of all children, young people and adults at risk (vulnerable groups) that attend our premises. As a consequence, Olympia Events may require any successful applicant to complete a DBS Check prior to working in our business.

Olympia Events is committed to Equality, Diversity and Inclusion and expects all its people to have a positive commitment to EDI by treating others fairly and not committing any form of discrimination, victimisation or harassment and to promote positive working relationships amongst employees and stakeholders.

This Job Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over according to the changing needs of the business.