



Founded in 1866, Harlequins is the most recognised rugby club in the World. The Club is a founding member of the RFU and boasts more Presidents than any other club as well as a healthy dose of international players.

Success on the pitch demands even more success off it, so the Club is strengthening its commercial sales staff and is currently recruiting for a Senior Commercial Sales Executive. This is an exciting role for an individual who wants the opportunity to be at the forefront of supporting the Club's commercial growth through delivering revenue across our hospitality and events portfolio.

Harlequins are unique and proud, standing out from the crowd. In a world full of sports teams, brands, stripes, hoops and stars our quarters and diamonds make Harlequins one of the most recognised sports teams and brands in the world.

Job Title: Senior Commercial Sales Executive
Contract: Permanent
Team: Hospitality (Commercial)
Reporting Into: Hospitality Sales Manager

Purpose of Role: Proactively develop new business relationships and maximise revenues from existing clients – Leading on new business for Seasonal and International hospitality whilst supporting the Sales Executives in delivering match by match and other commercial event sales.

Key Responsibilities:

- Leading new business sales activity related to Seasonal and International Hospitality sales
- Support the growth of the Clubs Annual “Big Game” Hospitality program, delivering to agreed revenue target against this product area
- Drive own sales performance to deliver revenue targets
- Work closely with the Sales Executives (responsible for match by match hospitality and other commercial events) that encourages cross selling in order to increase the Customer Lifetime Value of our Clients (Corporate and Individual) so that the best outcome is always achieved for the Club
- Delivery ongoing strategic sales support that considers the risks and opportunities
- Provide the Sales Manager with market/business/industry insights and analysis
- Build relationships with existing clients with the view that high satisfaction levels will lead to repeat purchase and upsell opportunities
- Work as part of the matchday team with the Hospitality Sales Manager, Commercial Sales Executives, Hospitality Operations Manager and Head of Catering to ensure excellent client service
- Maintain and update key reporting documents as requested by the Hospitality Sales Manager
- Consistently demonstrate an understanding of the key business issues, financials and latest news of your clients





- Support on Salesforce Administration, implementing reporting methods and demonstrating best practice
- Produce accurate and timely reports, providing insight into team performance, identifying notable areas of success and improvement

This person will be a leader within the team – setting consistently high standards across sales activity and results, acting as an example within the Commercial Team of best practice.

While this role requires the ability to think independently and use initiative to both identify opportunities and creatively solve problems, it will also need strong inter-department collaboration and will require a flexible and innovative approach with other departments to maximise revenue.

Competencies

- Collaborative working style and a strong team player
- Motivated, highly organised and diligent – leading by example
- Excellent written and verbal communication skills
- Commercially aware, strong sales acumen and an ability to close
- Uses initiative to thrive under pressure and adept at meeting deadlines
- Good accuracy and attention to detail
- Strong IT skills (Word, Excel, PowerPoint, sales databases)

Behaviours Customer Focus - Commits to not just meeting but exceeding the expectations and requirements of internal and external clients; acts with customers in mind; values importance of providing high-quality customer service

- **Interpersonal sensitivity** - Interacts with others in a sensitive and effective way. Respects and works well with others.
- **Quality orientation** - Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
- **Planning and organizing** - Organises and schedules events, activities and resources. Monitors timescales and plans
- **Initiative Taking** - Takes action to achieve goals beyond what is expected; drives to bring issues to a successful closure
- **Teamwork** - Responds and relates well to people in all positions; is seen as a team player, and is cooperative; looks for common ground, and solves problems for the good of all
- **Results orientation** - Focuses on desired results and achieves challenging goals.

If you are interested in the role, please email your CV to jobs@quins.co.uk

Harlequins is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Only applicants to be invited for interview will be contacted.

