

# role guide: Senior Event Manager

## Company Overview

Giles Travel is characterised by personalisation and exceptional service delivery to their clients and has an entrepreneurial approach with a desire to be the best independent travel management company in the industry.

Privately owned, the company was born with an appreciation of independence and the ability to offer the client choice without compromise. David Giles (Chairman) and Mandy Giles (Managing Director) have spent their working lives in travel and founded Giles Travel in 2000 after having successfully owned and directed a leading independent travel management company for 20 years prior to its acquisition. Now, together with their exceptional team, they apply their knowledge and experience to their business today, making it a very strong contender in the travel management arena.

The MICE division (Globe) is responsible for arranging events from Board meetings to incentives across a broad range of corporate sectors.

## The Role...

Working within the Operations Department, the Senior Event Manager will work with the Globe Team to deliver a MICE service to our corporate clients. The role encompasses account management, operations and financial management of all events.

## Reporting to...

The role reports directly to: Globe Team Leader

## Key Responsibilities...

- Compiling & presenting proposals to clients
- Managing bookings from initial enquiry, budgeting, creating proposal, presenting and accounting
- Conceiving and delivering innovative and creative events
- Presenting plans and proposals to clients
- Event budget management
- Attending trade events etc. to promote the department
- Onsite management of events
- Liaising with DMC's and suppliers
- Co-ordinating external suppliers and internal staff
- Processing Group Flight Bookings
- Invoicing and general administration

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## Key Skills...

- Comprehensive understanding of groups and events (operational and financial)
- Event management in a travel management company
- Creating innovative tailor-made events
- Business Development
- Presentation skills
- Negotiating skills
- Supplier knowledge
- Venue & destination knowledge - worldwide
- Proficient in back office systems
- PC Skills including Excel & Word.
- Effective time management
- Effective communication with colleagues and clients
- Strong attention to detail
- Strong organisational skills
- Able to work under pressure and meet targets.
- Ability to build relationships with external contacts
- GDS/Consol fare experience an advantage

## Key Qualities...

- Proactive
- Self-motivated
- Adaptable – willing to travel
- Team player
- Confident
- Persuasive
- Diligent
- Ability to multi-task
- Enthusiastic
- Committed
- Flexible