



<b>Section:</b>	Club Doncaster
<b>Department:</b>	Commercial
<b>Job Title:</b>	Partnership Executive
<b>Salary:</b>	Dependent on experience
<b>Contract type:</b>	Full time
<b>Hours:</b>	34.5 hours per week plus match days. The candidate will be required to have a flexible approach to working hours, including match days, events, evenings, weekends and such hours as necessary
<b>Responsible to:</b>	Commercial Manager
<b>Location:</b>	Keepmoat Stadium, Stadium Way, DN4 5JW
<b>Regular working hours:</b>	Office hours are Monday to Friday 9.00am – 5.30pm. It is expected with this post there is to expected weekends & unsocial hours as part of an irregular working pattern.

**Purpose of the post:**

To be a key part of the commercial team delivering our partnership model to the business community in both a sales and account management role.

**Key Duties and Responsibilities:**

- Create and deliver sales strategy designed to generate commercial sales revenue around the partnerships product
- Generate new business
- Maintain a client base generating repeat business
- Assist on events throughout Club Doncaster to achieve budget
- Work to set targets to help achieve the commercial budget
- Generate revenue through incoming enquiries
- Generate revenue through telesales and when necessary appointments on or offsite as and when necessary
- Work closely with the Club Doncaster associated businesses to identify new revenue streams and assist in delivering and selling
- Record activity using the CRM system
- Assist the Communications team in their day to day jobs
- Carry out duties in accordance with all relevant company policies
- Act always with utmost good faith to the Club and the Company
- Devote full attention and ability to fulfilment of the duties required by the role
- Other duties as reasonably requested by a member of the senior management staff.
- To work closely with partnership organisations, to maintain good relationships and collaborative working practices
- To work with colleagues throughout Club Doncaster to extend knowledge and skills in order to identify and develop best practice
- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners
- Carry out general office duties including data recording, filing, photocopying, sending and receiving emails
- Active participation on continuing professional development and the appraisal process
- Promote the brand identity and increase Club Doncaster fan base throughout
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To maintain the quality of service provision, regularly evaluating work and seeking to make improvements
- Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner always
- To be aware and comply with the Health and Safety at Work Act
- To carry out responsibilities with due regard to Equal Opportunities
- To cover as and when required at other departments within the Club Doncaster Group
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- Any other duties commensurate with the grade and falling within the scope of the post, as requested by Chief Operating Officer and/or Executive

**Club Doncaster Staff competencies:**

**Our Values**

- Passionate, high performing & proud
- Open & honest
- Energetic & enthusiastic
- Innovative & challenging
- Respectful & honourable
- Humble & courageous

### **Putting our fans, stakeholders and patrons first.**

- Demonstrates a thorough understanding of the services across Club Doncaster and how these relate to and are affected by the needs and objectives of the organisation
- Knows who the fans, stakeholders and patrons are, understands their needs and works hard to ensure that these are met
- Develops positive relationships with fans, stakeholders and patrons, handling dissatisfied or awkward fans, stakeholders and patrons effectively
- View the resolution of fans, stakeholders and patron's problems as an opportunity to retain and secure future business
- Ensures all fans, stakeholders and patrons are dealt with in a proficient and friendly manner, with respect and integrity always

### **Getting things done**

- Performs all assigned tasks and procedures efficiently and in a timely manner
- Takes personal responsibility for own actions and decisions and displays a sense of energy and commitment to achieve results that stimulate others to succeed
- Works hard to reach or exceed personal targets and section goals and can take responsibility for several different tasks at a time
- Accepts responsibility for problems that occur and retains ownership until they are resolved, either personally or by someone else
- Manages own time and resource effectively, with appropriate planning and prioritising in advance to improve efficiency
- Uses initiative to act without constantly referring to others and perseveres with repetitive and mundane tasks

### **Be flexible in our approach**

- Accepts doing things differently to improve efficiency and reacts positively to changing objectives, priorities and workloads
- Willingly takes on extra responsibility and, where necessary, will work additional or irregular hours to meet the needs of the organisation
- Put forward suggestions and ideas about new and better ways of doing things
- Learns rapidly, adjusting to new situations as they occur
- Demonstrates a commitment to deliver a high-quality service always

### **Communicate effectively**

- Communicates effectively and confidently in individual and group situations, contributing and asking questions where appropriate
- Listen to and respects other people's views and opinions
- Any written work required by the role is clear, accurate and to the point
- Presents facts and ideas in a concise and persuasive manner
- Ensures all written correspondence is fluent and structured, using appropriate style and language
- Uses the correct communication technique to suit the situation

### **Manage and maintain positive relationships with all**

- Develops open and effective relationships with all colleagues
- Awareness of impact of own behaviour on others and can modify approach or style to achieve results
- Can discuss differences openly and without recrimination
- Share information and keeps all relevant parties informed
- Works to improve self by being pro-active in job function and in assessing training and development needs
- Keep difficulties in perspective and maintain performance and effectiveness in the face of conflicts, tight deadlines, excess workloads and unreasonable client/customer
- Aware of the goals and targets of Club Doncaster ensuring actions contribute towards achieving them

### **Important information**

The above-mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Applicants must hold a full driving licence with access to a suitable vehicle and have in date MOT, Road tax and relevant insurance if they are intending to do business mileage for Club Doncaster. It is the employee's responsibility to ensure up to date documentation is provided to Club Doncaster.

Club Doncaster is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment.

**Person specification continued below**

<b>Personal Skills/Characteristics</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Experience</b>			
Successful sales experience	X		
Successful account management experience	X		
Team working experience	X		AF/I
Experience of working within the professional sport clubs		X	AF/I
<b>Qualifications and training</b>			
First Aid in the Workplace qualification		Willing to work towards	AF/I/CQ
<b>Special skills and knowledge</b>			
An understanding of and a commitment to equal opportunities issues both in the workplace and the wider community	X		AF/I
Proficient in use of Microsoft Office systems e.g. Office, Excel, Access and PowerPoint or equivalent system	X		AF/I
<b>Personal qualities</b>			
Positive attitude	X		I/R
Excellent written and verbal/presentation communication skills	X		I/R
Ability to prioritise and meet deadlines	X		I/R
<b>Personal circumstances</b>			
Ability and willingness to work outside normal hours, including evenings and weekends.	X		I
Ability to travel independently	X		I
<b>Physical Requirements</b>			
No serious health problem which is likely to impact upon the job performance; (that is, one that cannot be accommodated by reasonable adjustments)	X		AF/I/R
Good sickness / attendance record in current / previous employment, (not including any absences resulting from disability)	X		R

AF = Application Form  
I = Interview  
R = Reference  
CQ = Certificate Qualification

*The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Club Doncaster is an equal opportunities employer.*