



JOB DESCRIPTION

Job Title:	Convention Bureau Accommodation Executive
Team:	Birmingham & West Midlands Convention Bureau
Classification:	Executive
Reports to:	Keri Morris
Classification of Line Manager:	Manager
Number of Direct Reports:	0

Job Purpose

SportAccord is a global sports event organisation based in the Olympic Capital, Lausanne, Switzerland and governed by stakeholders representing the Olympic and non-Olympic International Federations.

It brings together International Federations and Organisations involved in the business of sport with the aim to serve, promote, and protect the common interests of its stakeholders, help them achieve their global objectives, and facilitate knowledge-sharing.

SportAccord's flagship event is the annual SportAccord World Sport & Business Summit, which enables global business leaders and host cities to connect with all the International Federations and their stakeholders in one location.

Birmingham and the West Midlands will welcome over 1,500 global sports leaders and key decision makers to SportAccord World Sport & Business Summit 2024 from 7 – 11 April.

Working within the Birmingham & West Midlands Convention Bureau at the West Midlands Growth Company, the official housing accommodation provider for SportAccord, the Accommodation Executive will provide a bespoke, first-class accommodation booking service to SportAccord.

Under the direction of the Convention Bureau Manager, the post holder will manage bookings and enquiries on behalf of SportAccord, working with the event organisers, their VIPS and International Sporting Federations as well as local hoteliers to maximise sales and occupancy during their conference at the ICC, Birmingham.

Our people and our offices

West Midlands is an exciting, vibrant and diverse region and West Midlands Growth Company aims to reflect this in all that we do. Our objective is that our work, services and employs practices that will promote a positive impression of the region, and we will take every step to minimise or eliminate outdated preconceptions and stereotypes.

West Midlands Growth Company whole-heartedly supports the principle of equal opportunities in employment and opposes all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, sex, disability, age, religious belief, sexual orientation or marital status.

We believe that it is in the company's best interests of all those who work in it to attract, retain and develop a diverse pool of talent. We therefore seek to ensure that the human resources, talents and skills available throughout the community are considered when employment opportunities arise. We believe it is essential to the company's success to enable employees of all backgrounds to reach their full potential by encouraging a working environment that is inclusive to all.

To this end and within the framework of the law we are committed, wherever practicable, to achieving and maintaining a workforce which broadly reflects the local community in which we operate.

This is a fixed term contract, working on a part time basis based in our Birmingham offices, working 22.5 hours per week from 10.00 – 14.30 Monday to Friday from November 2023 to the end of April 2024.



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Main Responsibilities and Key Activities

- Provide first point of contact for SportAccord accommodation related enquiries and queries, responding promptly (within 24 hours) ensuring that all enquiries and bookings are managed efficiently and professionally through the SportAccord registration platform.
- Processing requests for accommodation with proactive attention to the needs of delegates.
- Maintaining accommodation booking systems and ensuring data is up to date and accurate.
- Answering telephone calls and monitoring the accommodation inboxes, responding accordingly.
- Book SportAccord room reservations, enter rooming lists and ensure reservation reports are completed on a weekly basis.
- Effectively communicate all changes and requirements regarding bookings to hotels.
- Attendance at the SportAccord World Sport & Business Summit 2024 from 7 – 11 April, ICC, Birmingham, and pre and post event to assist with any issues that may arise from hotels or guests.
- General administration duties as required.
- Complete Event Reconciliation

Dimensions

Commercial team structure :

REQUESTED FROM CLAIRE ON 20/10/2023

Key relationships:

- **SportAccord Event Organisers, The Local Organising Committee comprising West Midlands Growth Company, West Midlands Combined Authority, International Convention Centre, Travel for West Midlands, Local Hotels & Birmingham Airport.**

Key Skills and Competency Requirements

Area	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • Professional qualification, or equivalent experience in the events industry



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<p>Skills and attributes</p>	<ul style="list-style-type: none"> • First class verbal and written communication skills with the ability to work well under pressure and strict deadlines. • Excellent organisational skills with great attention to detail • Flawless interpersonal skills with the ability to work independently and within a team unit. • Willingness to work flexible hours. • Be able to deal with complaints in a diplomatic, friendly, and effective manner. • IT literacy with experience of Microsoft Office including Excel, and Word 	
<p>Knowledge and experience</p>	<ul style="list-style-type: none"> • Good working knowledge of the hospitality sector/experience within the hotel industry preferable 	<ul style="list-style-type: none"> • Experience of working with a CRM system. • Experience of working in a multi-stakeholder / delivery partner environment.

Our Values

<p>Trust – Trusted Delivery Partners</p>	<p>We do what we say we are going to do, collaborating with our stakeholders to deliver and achieve regional outcomes, leading the way for economic development using our knowledge and expertise.</p>
<p>Respect – Opinions Matter</p>	<p>We believe everyone has the right to be listened to and be heard. We appreciate the impact of our actions and behave accordingly</p>
<p>Leadership – We lead by example</p>	<p>We lead by example, that means as an external ambassador to the business, and internally to our workforce. We embrace innovation and creativity, empowering our teams to deliver quality transformative outcomes.</p>
<p>Wellbeing – Health, growth and inclusivity</p>	<p>We support and promote wellbeing of everyone. We want to be an inclusive and engaged workforce, where everyone has a clear sense of purpose and courage. We encourage everyone to thrive in a way that makes them successful, resilient, healthy, and happy, developing a growth mindset.</p>

Prepared by

<p>Keri Morris</p>	<p>Date: 19.10.23</p>
	<p>Job Title: Convention Bureau Manager</p>