**DESTINATION CHESTERFIELD PARTNERSHIPS & EVENTS EXECUTIVE**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**Contract:** Fixed term until 28 February 2026 to cover for a period of maternity leave, part time (21 hours per week)  
**Based at:** Chesterfield with agile working. Additional travel will be required  
**Salary:** £15,000 (£25,000 FTE) per annum

**1. MAIN PURPOSE OF THE ROLE**

To manage the day-to-day operation of the Chesterfield Champions network and commercial event activity in line with Destination Chesterfield’s plan and objectives, including leading on day-to-day operations of customer service and sales.

**2. POSITION IN ORGANISATION**

* Reports to the Destination Chesterfield Marketing & Partnerships Manager.
* Day-to-day liaison with champions, team members and stakeholders.

**3. DUTIES AND KEY RESPONSIBILITIES**

* Manage day-to-day operations of Chesterfield Champions and commercial events supporting the Marketing and Partnerships Manager to achieve financial targets and key performance indicators.
* Manage the day-to-day operation of the Chesterfield Champions network including, but not limited to:
  1. Processing new memberships
  2. Renewal of memberships
  3. Chasing overdue invoices
  4. Managing retention and engagement processes
  5. Coordinating customer service processes to help ensure the team hits retention targets
  6. Being the first point of contact for enquiries from Chesterfield Champions
  7. Coordinating the planning process for Chesterfield Champions including setting deadlines and ensuring the team is on track.
* Manage the day-to-day organisation of Destination Chesterfield’s commercial events programme, Champion and business events, such as breakfast meetings and other business and social events including, but not limited to:
  1. Sourcing of venues and suppliers
  2. Promotion campaigns for Destination Chesterfield events
  3. Event registration, invoice raising and payment collection
  4. Operational delivery of the events programme
  5. Being the first point of contact for enquiries regarding Destination Chesterfield’s events programme
  6. Coordinating the planning process for Destination Chesterfield events including setting deadlines and ensuring the team is on track
  7. Administering steering groups and meetings.
* Manage the organisation’s invoicing in relation to Chesterfield Champions, commercial events, marketing and investment activity to ensure that all invoices are processed and paid within the agreed time frames.
* Continually develop knowledge in customer service, sales and marketing to support Destination Chesterfield to innovate and lead the way.
* Identify the need for new or improved processes, policies or tools to support customer service, sales and marketing.
* Ensure that all records and databases in relation to the Chesterfield Champions and commercial events are kept up-to-date and accurate.
* Coordinate updates to the Chesterfield website relating to Chesterfield Champions and commercial events.
* Provide administration support to Destination Chesterfield and the Destination Chesterfield Board including arranging meetings, book rooms, agenda distribution and minute taking.
* Represent Destination Chesterfield at events and meetings as required.
* To carry out any other reasonable duties as directed.

**4. PERSON SPECIFICATION**

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| **Knowledge**   * Good knowledge of office administration including invoice renewals and outstanding payments * Good knowledge of customer service and sales within a business-to-business environment, including knowledge of a CRM system * Knowledge of consumer and business event organisation * Knowledge of marketing, tourism, or economic development * Knowledge of a membership organisation * Knowledge of online and digital marketing * Knowledge of working on funded projects * Good knowledge of Chesterfield | essential  essential  essential | desirable desirable  desirable  desirable  desirable |
| **Experience**   * Experience in generating leads and securing new sales * Experience in developing strong customer relationships and proactively meeting the needs of customers, including maintaining a CRM system * Experience in offering administration support * Experience in issuing invoices and ensuring payment is received * Experience in organising, delivering and administering events * Experience in updating a website | essential  essential  essential  essential  essential | desirable |
| **Qualifications**  A Level or equivalent industry experience | essential |  |
| **Skills and abilities**   * Excellent organisational and administration skills * Strong communication (written & oral skills) * Strong drive for results and a high level of resilience * Highly motivated - can work as part of a team and independently * Excellent writing skills * Computer literate in Microsoft Office, e-mail, and PowerPoint | essential essential essential essential  essential  essential |  |
| **Personal attributes**   * Takes responsibility for tasks and continual self-development * Celebrates and is proud of success * Supports others and works well with a team * Creative, continues to develop new skills and challenges tradition * Must be dependable and reliable * Resilient and adaptable * Must be able to exercise tact and diplomacy at all levels * Must be able to work under own initiative * Full driving licence (able to drive in the UK for business purposes) * Access to own transport, and willing to travel * Must be prepared to work flexibly in terms of working hours | essential essential  essential  essential  essential  essential  essential  essential  essential  essential essential |  |

**5. ADDITIONAL INFORMATION**

This role is eligible to participate in the Chamber’s agile working policy.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_