

# Job Description

## MSEL Client Manager



JOB DESCRIPTION	
<b>Job Title</b>	MSEL Client Manager
<b>Salary</b>	Band 3
<b>Location</b>	Principality Stadium, Cardiff
<b>Hours of work</b>	Full Time, 35 Hours Monday to Friday, as required on event days. Flexible working hours will be required.
<b>Responsible to</b>	MSEL Business Development Manager
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Contractual Status</b>	<ul style="list-style-type: none"> <li>Full Time, Permanent Subject to 3 month probationary period (new employees)</li> </ul>
<b>Role Summary</b>	Overseeing the client management and the delivery of Hospitality long term suites contracted packages at Millennium Stadium Events.
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>MSEL Operations Manager</li> <li>MSEL Hospitality Sales Co-ordinator</li> <li>WRU Sponsorship Manager</li> </ul>
<b>Key Responsibilities, Tasks and Activities</b>	<ul style="list-style-type: none"> <li>Key contact for long term clients, managing the relationship with hospitality clients over their licensed term</li> <li>Working and supporting the MSEL Business Development Manager on event day income lines</li> <li>Working to maintain the cost management for long term clients.</li> <li>Fulfilment and growth of the WRU Business Club membership base</li> <li>Ensure all long term clients are provided with exceptional customer service</li> <li>Deliver the content of each long term client package, to an excellent standard</li> <li>Maintain a key working relationship with the MSEL Operations department on delivery of the long term client's benefits and catering</li> <li>Liaise with the MSEL Health and Safety Manager to ensure the maintenance in all hospitality areas is kept to an excellent standard.</li> <li>Manage all renewals of long term suite holders</li> <li>Carry out duties to help support the WRU mission statement in line with the Company's core values</li> </ul>
<b>Continued Professional Development</b>	<ul style="list-style-type: none"> <li>The WRU are committed to providing CPD for the successful candidate. We expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.</li> </ul>
PERSON SPECIFICATION	
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years experience in Sales.</li> </ul>

PERSON SPECIFICATION	
	<ul style="list-style-type: none"> <li>• Proven ability to manage a team.</li> </ul>
<b>Skills &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills.</li> <li>• Strong interpersonal skills and relationship management.</li> <li>• Excellent IT Skills, specifically Microsoft Word, Excel &amp; PowerPoint.</li> <li>• Excellent written and verbal communication skills are essential.</li> </ul>
<b>WRU Values</b>	<ul style="list-style-type: none"> <li>• Excellence</li> <li>• Integrity</li> <li>• Success</li> <li>• Courage</li> <li>• Family</li> <li>• Humour</li> </ul> <p>A copy of the WRU Group Values Document is available upon appointment to the role</p>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Valid UK driving licence is required.</li> <li>• An understanding and commitment to equal opportunities in employment and sport</li> <li>• All employees must work in accordance with the Sustainable Development policies of the group</li> <li>• An understanding of individual responsibility in complying with the Health and Safety policies and arrangements</li> </ul>

Acknowledgement		
<b>Employee Signature:</b>	<b>Name:</b>	<b>Date:</b>
<b>Line Manager Signature:</b>	<b>Name:</b>	<b>Date:</b>

**The job description is subject to change pending review by the role holder and their line manager.**