



BUSINESS DEVELOPMENT EXECUTIVE - BUSINESS EVENTS

H3, DESTINATIONS GROUP

WHY WE ARE HERE

To improve the well-being of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.

The following values - adaptability, simplicity, inclusiveness, guardianship, and ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This position is in the H3 Unit, within Council's Destinations Group. H3's purpose is to attract and deliver exceptional event experiences showcasing Hamilton's event venues - Claudelands, FMG Stadium and Seddon Park. At the heart of Hamilton's events, H3 helps to shape a fun and thriving city with lots to do.

WHAT YOU WILL DO

As a Business Development Executive – Business Events, you will generate new and develop existing local, regional and national conference, meeting, and function business across H3 and Hamilton Gardens venues, with a particular focus on Claudelands.

As an individual contributor you will deliver on outcomes that will enable us to achieve the H3 purpose of attracting and delivering exceptional event experiences.

Reports to	H3's Business Development & Sales Manager
Responsible for (total number of staff)	N/A
Delegation	Nil
Budget	N/A
Grade	13

YOU BRING TO THE ROLE

- A passion for creating new business leads and building connections to secure business.
- A proven track record that aligns with H3's guiding principles.

EXPERIENCE

- Relevant tertiary qualification in events or related qualification and/or at least 2 years demonstrated success in event sales and/or business events industry.
- Exceptional customer service experience.

SKILLS AND KNOWLEDGE

- Experience in a relationship-based sales and account management role.
- Demonstrated experience with Momentus or at least two years' experience working with an integrated event booking system.
- Ability to build working relationships and relate easily to a variety of people at all levels.
- Prioritises multiple tasks, conflicting deadlines and delivers to deadlines while under pressure.
- Strong use of personal initiative and works successfully with limited supervision.
- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of stakeholders (internal and external); can convey information in creative, clear, and concise ways.
- Attention to detail and production of materials to a high standard.

- Comprehensive proficiency with standard business computer applications.
- Dynamic and innovative approach to people and business.
- Remains calm and makes sound decisions quickly under pressure.
- Carries out sensitive work in confidence.

KEY OUTCOMES

Some of the **key outcomes** for this role include:

- Acquisition of conferences, meetings and functions business at H3 and Hamilton Gardens venues.
- H3's Business Events Sales plan is proactively managed including revenue and sales targets by actively seeking out and securing new opportunities that contribute to H3's growth and retain its reputable reputation.
- Development of accurate business proposals with tailored options to best meet requirements and negotiation to secure the business as appropriate in conjunction with Business Development & Sales Manager.
- Development of strong positive relationships with high value clients such as National Associations, PCOs and corporates.
- Programmes, experiences, and activities that raise the profile of H3 are enhanced in conjunction with the Business Development and Sales Manager.
- Representation and participation in key partner and stakeholder activity.
- Successful relationships with the Business Development team, H3, Council and H3 partners and key stakeholders
- Consistent role modeling of exceptional customer service and management.
- Actively contributing to the development of robust and efficient systems, ensuring data is managed and documentation is produced through Ungerboeck.
- Policies and processes are in place and are regularly reviewed, identifying, and implementing opportunities for improvement across the business.
- Support a safe and healthy work environment where our people feel safe, valued, and trusted.
- Actively participate, comply, and engage in all health & safety activities, policies, and practices including Civil Defence.

HOW YOU WILL DO THIS

- Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our

values, so together we can drive the best possible outcomes for our community.

- At H3, we have three guiding principles being Tight Team, Dedicated Hosts and Best in Business. These align with Council's values.

HEALTH AND SAFETY

- All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing initiatives and programmes as required.

CIVIL DEFENCE

- Completes Civil Defence training and participates in events as required.