

We are looking for bright, engaged individuals to join our dynamic and friendly team.

Supercity Aparthotels are...

... a family-owned brand of boutique aparthotels with properties in London, Manchester and soon to be Brighton. We offer all the advantages of an apartment with many of the benefits of a hotel, all with our signature touch of style, charm and sophistication.

Since 2009 we have led the way in superior and stylish serviced apartment hotels; we're all about providing a luxurious, private and relaxed environment with a "professionally informal" service – mainly for business travellers and extended stay guests.

We're a growing business looking for hospitality superstars to join the Supercity family – we're looking for fun, passionate and ambitious people with an interest or previous knowledge of the industry. We love what we do; we're passionate about it, so joining Supercity Aparthotels means becoming part of a collaborative way of working where everyone's thoughts and ideas are encouraged and celebrated.

What's in it for you?

- Be a part of a family-run business with the opportunity to influence how we do things
- Join a growing business with plenty of opportunities to develop yourself (and others)
- Benefits including employee and friends and family rates
- Team building and away days
- A strong team structure; creating a supportive and friendly work environment
- Learn from the best through a structured induction and in depth training

We're looking for...

... a seasoned Head of Sales to compliment our team in the Head Office near Farringdon, Central London. Working predominantly across all London Aparthotels, we need someone who loves building meaningful relationships, can drive a sales culture and has an genuine love for our brand and our apartments, making selling them a breeze.

Reporting to the Sales Director, we're looking for someone who can assist in implementing, executing and reporting on the overall sales strategy for the group. Working closely with our BDE, reception and reservation teams, the role oversees all opportunities to sell to all existing and potential clients. A proactive approach to evaluating the market place and identifying areas for growth within our corporate accounts, and most of all, we need someone who our clients can trust to deliver to their expectations every time.

Key responsibilities:

Corporate Account Management Lead

- Direct corporate focused to develop the volume of business flowing in from direct accounts predominantly to the London market, although group wide where the accounts include London
- Build rapport with clients to influence the conversion of enquiries
- Identify the appropriate sales activity required to promote the company and/or properties
- Ensure that account planning is accurate and focused according to the Short/Mid/Long term goals of the company
- Review all accounts quarterly, or as necessary
- Lead contract renewals with existing accounts annually
- Participate in both local and national sales appointments, including show rounds of our London properties
- Create and deliver presentations to clients, to include innovative and effective solutions to our client's unique requirements
- Implement key account strategies to grow market share

- Complete and submit RFPs and lead the contract and negotiation process between corporate/consortia accounts and individual properties
- Attend industry networking events and tradeshow; representing the company and keeping a high profile in relevant marketplaces

Analysis and Reporting

- Contribute to the creation and implementation of direct sales plans for all London properties
- Feed Corporate Projections in to the annual budget
- Assisting with the creation of the annual budget
- Corporate rate setting
- Assist in balancing the volume of business from all channels; corporate, agent, individuals etc
- Be aware of competitor activity and potential key customer requirements
- Ensure that internal databases are kept up-to-date with accurate and relevant information
- Produce relevant management information and monthly sales report to feed into weekly and monthly Management reports

Team Building

- Responsible for developing our sales culture and implementing relevant sales initiatives across all properties
- Training and encouraging the FoH and reservations teams in sales focused initiatives and skills
- Full management for the Reservation Coordinator; training, coaching, monitoring KPI's and efficiency
- Supports others with sales coaching as required

Other Responsibilities

- Undertake other duties and tasks from time to time that are appropriate to this grade of job
- To comply with all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection etc., and all those contained within the Staff Handbook
- To be an ambassador for Supercity

Requirements

- Minimum A Level education or equivalent experience.
- Fluent in English
- Senior level sales experience in aparthotel or related industry
- Experience in a group sales function with multiple units
- Experience of performance management
- Knowledge of the London accommodation market key contacts
- Knowledge of Opera PMS and Salesforce software
- Enjoys working in a fast paced, rapidly changing environment with high levels of autonomy.
- Excels at creating and maintaining positive and productive working relationships across the business.
- Strong organisational skills.
- A keen eye for detail and a strong analytical approach

Package

- Healthcare
- Pension
- Bonus
- Salary: Competitive