

Position: Croke Park Meetings & Events - Event Executive

Home of the GAA, Croke Park Stadium is Ireland's foremost sporting and entertainment venue. Over 1,500,000 visitors are welcomed annually to national and international events and the Croke Park campus also features the Croke Park Meetings & Events and GAA Museum.

An opportunity now arises for an Event Executive with Croke Park Meetings & Events, one of Dublin's largest venues hosting events for up to 2000 delegates.

Role/Purpose: The Event Executive role will be part of Croke Park Meetings & Events team reporting to the Event & Operations Manager and the Head of Event Sales. The Event Executive is responsible for managing event operation and delivering an excellent client experience. As a member of the team the Event Executive would also be required to optimize sales and provide leadership to the team to ensure department targets are met. Specifically, the successful candidate will be responsible for performing the following tasks to the highest standards:

Job Accountabilities:

- Act as the main point of contact for events once they are contracted by the Sales Representative;
- Conduct Site Inspections and Pre-Event meetings with the client including our AV and Catering team;
- Work on Event Orders and submitting catering details a week before the event date;
- Attend weekly Event Order meetings;
- Attend Conference team meetings and present reports on current events and highlight upsells;
- Sell the Croke Park Experience – encourage clients to add on tours, gala dinner, post event drinks in the Croke Park Museum;
- Upsell catering and additional event space;
- The Event Executive would meet & greet clients on the event day, presence required on the floor at events;
- Post Event invoicing;
- The Event Executive will assist with covering room checks and morning, evening and weekend shifts when required;
- Interact with guests and conference organisers to maintain feedback on product quality and service standards;
- Optimise the use of reporting on the current Event 500 booking system;
- Aware of trends and propose ideas to build the range and quality of Events at Croke Park;
- Work closely with the catering team to ensure clients' needs is fully met;
- KPI's include client feedback, upselling, client journey and repeat business;
- Attend offsite industry networking events, fam trips and client entertainment.

The job holder will also undertake any other such projects or responsibilities as may reasonably be delegated by their manager.

Essential Criteria:

- A minimum of two years hospitality/event experience in a similar role;
- Undergraduate qualification in a relevant area;
- Excellent interpersonal, relationship and listening skills;
- Strong customer focus;
- Demonstrably strong ability to build and maintain effective working relationships with both internal and external stakeholders at all levels;
- Must be flexible regarding hours;
- Strong organisational and prioritisation skills; demonstrable ability to work under pressure and multitask effectively;
- Excellent administrative and IT skills with a strong working knowledge of a PMS system (Delphi, Opera, Events500);
- Demonstrable ability to exhibit a professional and friendly demeanour and manner at all times;
- Exceptional interpersonal skills with a demonstrably strong ability to work effectively as part of a team;
- Confident dealing with clients and suppliers during events.

Desirable Criteria

- Knowledge of the GAA and Croke Park Stadium;
- Knowledge of Croke Park Meetings and Events offerings.

Candidates interested in the above role should apply by sending an up to date cover letter and Curriculum Vitae to jobapplications@gaa.ie on or before 5pm on Wednesday, 07th August 2019.

The GAA is an equal opportunities employer.