

# Are you someone special?

**Job Title:** Sales & Commercial Manager, Sawday's

## Overview

We're an award-winning, Bristol-based travel company on an exciting journey. Our mission is to make the world a richer place to explore, by seeking out and celebrating special places to stay (and eat) and the fiercely independent, quirky and downright lovely people who run them.

We're after a commercial, driven, entrepreneurial, team-focused Sales & Commercial Manager to help drive sales and retention of our membership among hotels, B&Bs, self-caterers, inns and pubs across Europe, to make sure we give our members a truly special experience and to push forward new commercial initiatives.

## And now for the specifics...

**Key relationships** Reports to: Managing Director of Sawday's

**Manages:** Membership Team

**Location:** Merchants House, Bristol

## Your Purpose:

- To drive energetic sales: recruiting, contracting and retaining owners of special properties across Europe
- To manage and maintain margins and pricing in support of sales targets
- To ensure brilliant service all the while maintaining the Special nature of our collection
- To manage and develop a high performing Membership (sales and service) team
- To align commercial activity with marketing and the overall business strategy

## Your responsibilities

- Creating sales strategies and plans to support our growth
- Setting up, running and managing sales campaigns
- Implementing and monitoring plans and performance to ensure agreed forecasts are in place and tracked
- Identifying projects to improve the delivery of sales and the service to our member community (and project management of these)
- Driving and supporting the Membership Team to deliver sales and implement commercial initiatives
- Ensuring our collection only has Special Places
- Alignment of strategy and activities across business functions: marketing, finance and systems
- Supporting management decisions with market and customer insight
- Maintaining the company culture and ensuring the values are supported in every activity

## Your profile

- **commercially astute** - you have an energetic focus on revenue and profit, and how - without creating a culture of sharpened elbows and grasping individualism - to get others focused on these; you are quick to see how to get the most value out of things and swift to spot opportunities.
- **energetically fly the customer flag** – you know that there is little more important than hanging on to existing customers and you are imaginative and energetic in making it unthinkable that they'd leave.
- **outgoing** – your natural habitat is leading a team, creating an atmosphere of possibility and positivity, and seeking out connections with people who can help you to get stuff done.
- **a developer** – you truly believe that getting things done is about empowering and enabling people to be their best - it's among your first thoughts, not an afterthought.
- **a spinner of plates** – you're a past master at working on several initiatives at one time.
- **a problem solver** – you take immense pride in grasping nettles, removing blockages, pulling things across the finishing line (and mixing your metaphors) - you're impatient for solutions.
- **a manager of projects** - it's second nature to build plans, make projects happen and honestly appraise their success.
- **constructive, decisive, supportive and clear** - you're straight talking while being empathetic, quick to decide yet keen to consult, firm but fair, challenging yet supportive.
- **tell stories from numbers** - you love numbers for the story they tell, and the action they can drive.
- **an able communicator** - you can get your message across to all sorts of people in clear and compelling ways.
- **a lover of our version of 'Special'** - you love staying in quirky, independent, characterful places run by people with the courage to stamp their personality on them.

## Your Skills & Experience

### Essential:

- A strong commercial or sales background
- Minimum 2yrs experience managing a team (people and performance)
- Supporting, enabling and managing a team
- Great project skills
- Experience working with different business functions (Marketing and Finance)
- Highly IT literate



- Budget management and reporting
- Experience working in a small fast-growing business

**Desirable:**

- Experience in the travel sector
- Experience using Salesforce
- Experience being part of business or team change
- Facilitation qualification

**Terms**

**NOTE: this is a full time role, base in our Bristol offices.**

- £40k-£55k p.a. depending on experience
- Full time (37.5hrs per week), Monday-Friday
- 25 days holiday plus 8 statutory
- Based in Merchants House, Bristol

**Closing Date**

Please see the page on our [www.sawdays.co.uk/jobs](http://www.sawdays.co.uk/jobs) site for the closing date - but what's important to us is to find the right person, so please get in contact if the date has passed.

**Applications**

Please apply via [www.sawdays.co.uk/jobs](http://www.sawdays.co.uk/jobs)