



Position Description

Position Title: Client Relationship Manager
Department: Sales
Location: Head Office, Garforth
Reporting to: Head of Business Development
Working hours: 37.5 hours
Date Prepared: 19 May 2025

CGC Event Caterers is a long established caterer with decades of experience in the hospitality industry. We operate at venues of all sizes and have exclusivity at prominent sporting, entertainment and cultural locations across the UK and is also the European Catering Division for ASM Global, the global leader in the delivery of live entertainment and events.

In the UK, we operate at the following venues:

- Eight Yorkshire Racecourses including the world-famous York Racecourse
- Yorkshire Event Centre – Harrogate
- The Sun Pavilion – Harrogate
- LNER Community Stadium – York
- Theatre Royal and Concert Hall – Nottingham

POSITION PURPOSE

This role is responsible for engaging with key clients by building and preserving trusted relationships. As Client Relationship Manager you will constantly identify opportunities to grow the customer base and build positive relationships with new clients. The role will also include assisting with the management of a small team of Event Co-ordinators, deputising for the Head of Sales & Events when required. The individual will be strategic and analytical when finding solutions to problems to ensure maximum client satisfaction.

KEY RESPONSIBILITIES

- Fully responsible for all sales and event co-ordination at two key business area's.
- Build and maintain profitable relationships with key clients, ensuring high levels of customer satisfaction
- Oversee the relationship with customers handled by the Events team
- Develop relationships with Venue Managers and those responsible for the control of F&B
- Assist in managing the day-to-day functions of the Events Office to oversee workloads, pinch points and most efficient allocation of resource
- Ensure the team operates in a customer focused, efficient and compliant manner
- Ensure customer bookings are kept up to date to enable efficient invoicing and ensure that customer deposits are received in accordance with contracts, seeking credit where appropriate.
- Interfacing with clients to generate timely pricing information and quotes.
- Participate in client meetings providing notes, and reports where required, related to such projects
- Increase sales with upselling and cross-selling wherever possible.
- Work with Marketing to create any required branding & collateral

PERSON SPECIFICATION

- Minimum of 3 years equivalent experience
- Excellent time management and organisational skills and ability to work well under pressure.
- Excellent written and verbal communication skills.
- Proven ability to develop and maintain long-term client relationships
- Excellent analytical and problem-solving abilities
- Multi-tasker whilst maintaining high attention to accuracy & detail
- Proficient in all Microsoft applications.

Position Description



BENEFITS

- 25 days holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- Free on-site parking
- Employee Assistance Programme
- Colleague Recognition Scheme
- Colleague Referral Scheme

GENERAL INFORMATION

The requirements of the business are such that a high degree of flexibility is necessary and therefore some evening and weekend work will be required. Additionally, there will be occasions where the incumbent will be required to work on group wide programmes and also at other venues operated by CGC.