

The Arena for Excellence

Visitor Experience Manager

Full Time, Up to £30k

We are seeking an experienced Visitor Experience Manager able to develop and maintain a world class customer service culture across the organisation through the provision of training, the design and implementation of robust customer service systems and the creation of a first point resolution based customer services centre.

You will be responsible for the strategic development and operational management of customer service throughout the organisation and must have experience of working with other senior managers to identify improvements and find solutions. Previous experience of successfully implementing, developing and reviewing customer service systems, managing change and designing and delivering customer service training programmes is essential.

A strong team player with the ability to motivate and manage a large team, you will have excellent written and verbal communication skills, and the ability to communicate effectively with all levels of staff and customers. You must be able to work flexibly, including evenings and weekends to suit the needs of our events schedule.

Please visit our website at www.trentfmarena.com to apply for any of the above exciting positions. Alternatively please send an email to hr.department@national-ice-centre.com to request an application pack.

Closing date for applications:
Sunday 24th January 2010.

Senior Marketing Executive

Full Time, Up to £25k

Joining our Marketing Team your primary role will be to proactively develop all e-marketing activities at the National Ice Centre and Trent FM Arena Nottingham. You must have considerable experience in e-marketing, including web content management, email broadcast and social networking site management.

You will act as the editor for the website and ensure all content is accurate, up to date and fitting of a national venue. You will also manage and develop activities on social networking sites such as Facebook and MySpace. You will be responsible for the continued development of The Members Club through creative marketing & CRM campaigns, including the setting up of special offers and promotions, regular email communications and producing relevant literature.

Ideally you will be fully CIM qualified, but more importantly you will be self motivated, enjoy using your own initiative and possess excellent written communication, interpersonal and creative skills.

Web Development Analyst

Full Time, Up to £19k

www.trentfmarena.com Think you could do better?

We're looking for a talented web developer with a passion for making our site the best of any venue in the country. No qualifications required just raw talent and enthusiasm.

We use Expression Engine, and run on L.A.M.P. So if you know what they are you have a distinct advantage. You'll be joining a fast moving, dynamic, exciting team, and be expected to get involved in a large variety of tasks and projects. So, if you're eager to learn, want to develop, and aren't afraid of a challenge, then we want to hear from you!

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arena
NOTTINGHAM



National
Ice Centre