



QUAKERS IN BRITAIN

JOB DESCRIPTION

JOB TITLE:	CONFERENCE & HOSPITALITY ASSISTANT
REPORTING TO:	CONFERENCE & HOSPITALITY SUPERVISOR
RESPONSIBLE FOR:	NONE
DEPARTMENT:	SERVICE DELIVERY
DATE:	SEPTEMBER 2025

Job purpose:

To support the Service Delivery Team in the day to day delivery of all events, conference and meeting services, AV, hospitality and Café and front of house including the set-up and organization of event rooms and audio visual; the set-up, collection, and clear down of all food & refreshment services; the clear-down, cleaning and re-setting of rooms; and assistance on the provision of conference and associated services through the delivery of minimum quality standards, outstanding customer service, and effective teamwork.

Main Duties:

- Set up and clear down conference and meeting rooms
- Serve refreshments and assist with catering
- Greet and assist guests with a friendly and professional attitude
- Follow instructions from daily event sheets and supervisors
- Ensure rooms and service areas are clean and presentable
- Assist the team in delivering high standards of customer service
- Support with basic AV tasks (e.g., setting up laptops/projectors)
- Work collaboratively and flexibly with colleagues
- Follow health and safety and food hygiene standards
- Occasionally assist in the Café or other departments if needed

Skills & Experience:

Essential

- Friendly, helpful attitude and team spirit
- Willingness to learn and follow instructions
- Ability to work on your feet and carry light equipment
- Punctual, reliable, and presentable

- Good spoken English and communication skills

Desirable (but not required):

- Previous experience in events, hospitality or customer service
- Basic knowledge of food hygiene or health & safety
- Experience using AV equipment

Working Hours:

- Shifts will be agreed in advance based on your availability and event needs
- May include mornings, evenings, or weekends depending on bookings
- 8 hours per week (with occasional opportunities for extra hours)

Our Values:

Friends House is the central office of Quakers in Britain. We are committed to equality, hospitality, and community. You do not need to be a Quaker to work with us, but we expect you to uphold our values of inclusion, care, and service.

Communications:

- To communicate effectively at all times
- To understand and deliver on all internal and external client expectations
- To work at all times in a professional, courteous and respectful manner promoting excellent working relationships.

Internal: 60%

External: 40%

Other Responsibilities:

- To undertake duties and responsibilities commensurate with the post
- Responsible for ensuring that QiB's Safeguarding Policy is adhered to in all aspects of the role
- Responsible for ensuring that QiB's Equal Opportunities Policy is adhered to in all aspects of the role
- Responsible for ensuring that QiB's Health & Safety Policy is adhered to at all times
- Responsible for ensuring that QiB's commitment to sustainability is adhered to in all aspects of the role
- Responsible for ensuring that QiB's Staff handbook is adhered to at all times.
- A commitment to championing equity, diversity and inclusion in our workplace community

Safeguarding Requirements:

- Completion of mandatory training modules on safeguarding adults and children, including annual refresher training.



**PERSON SPECIFICATION
CONFERENCE & HOSPITALITY ASSISTANT**

Job Title:	CONFERENCE & HOSPITALITY ASSISTANT
Department:	SERVICE DELIVERY
Date:	September 2025

Essential Knowledge:

- Basic understanding of food and beverage service standards.
- Awareness of Food Safety and Hygiene regulations.
- Basic Health & Safety knowledge relevant to hospitality and events.
- Commitment to delivering high levels of customer service.
- Sympathetic understanding of Quaker values (training and induction provided).
- A good understanding of equity, diversity and inclusion in the workplace

Essential Experience:

- Previous experience in a customer-facing role within a hospitality, events, or conferencing environment.
- Experience working effectively as part of a team.
- Experience working independently and taking initiative when needed.

Essential Skills:

- Strong customer service and communication skills (verbal and written).
- Ability to work flexibly and respond to last-minute changes.
- Good organisational skills and attention to detail.
- Ability to prioritise tasks and manage time effectively.
- Adaptability, energy, and motivation to support a busy events environment.

Essential Qualifications:

- Basic education level (GCSEs or equivalent).
- Food Hygiene Level 1 certificate (or willingness to obtain upon appointment).

Desirable (Not Essential):

- Experience supporting corporate events and hospitality services.

- Experience handling basic audio-visual and IT equipment.
- Training in Health & Safety and/or Customer Service (e.g., NVQ Level 1+).
- Experience using EPoS systems or basic cash handling