



QUAKERS IN BRITAIN JOB DESCRIPTION

JOB TITLE:	Event Executive
REPORTING TO:	Events Manager
RESPONSIBLE FOR:	N/A
DEPARTMENT:	Sales & Events
DATE:	August 2026

Job Purpose

To deliver an exceptional client experience for conferences, meetings, and events at Friends House. This role ensures seamless communication between clients and internal teams, helping to maintain the venue's reputation for excellent service and hospitality aligned with Quaker values.

Key Responsibilities

- Work towards the department's financial goals, setting individual targets and striving to achieve them.
- Act as the primary point of contact for clients following handover from the Sales Team, ensuring all aspects of their event are planned and implemented.
- Take ownership of the client's experience, coordinating with internal departments (Operations, Facilities, Catering, and AV) to ensure client requirements are met effectively.
- Prepare, maintain and communicate clear event documentation, including function sheets and setup details, to ensure all client requirements are successfully captured.
- Manage on-site client liaison providing excellent customer service throughout.
- Up-sell during the course of event planning to maximise business performance.
- Gather post-event feedback to support service improvement and client satisfaction monitoring.
- Maintain accurate event data within venue booking systems and assist with reporting and analysis.
- Support colleagues across the Commercial Team to ensure smooth collaboration and consistent service quality.

- Maintain familiarity with all venue spaces, capacities, and facilities to advise clients effectively.
- Raise accurate final invoices after the event has taken place, ensuring clients are paying invoices on time.
- Proactively manage repeat business clients, maintaining excellent relationships and identifying future sales opportunities.
- To undertake any other reasonable tasks that may be required to meet the needs of the business (during off-peak periods this could involve other duties in other departments).

Working Conditions, Physical and Emotional Demands

- Full-time role based at Friends House, London. Typically, 5 days per week including some early mornings, evenings, or weekends.
- Some flexibility may be required to support event schedules; time off in lieu provided for agreed overtime.
- Primarily on-site role due to operational nature of events; limited home working possible for administrative tasks.
- The role involves standing, walking, and occasional lifting or moving of event materials and equipment.

Other Responsibilities:

- To undertake duties and responsibilities commensurate with the post
- Support the Quaker Leadership Framework and Quaker Values.
- 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.

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PERSON SPECIFICATION

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Essential Knowledge

- Understanding of event coordination and venue operations. (A, I, As)
- Awareness of hospitality service standards. (I)
- Familiarity with AV, catering, and room setup processes. (A, I, As)
- A good understanding of equity, diversity and inclusion in the workplace

Essential Values and Behaviours

- Sympathetic to Quaker values (training and induction provided) (I)
- Demonstrates excellent customer care and teamwork (A,I)
- Reliable, professional, and committed to continuous improvement (I)

Essential Experience

- Experience in event coordination, conferencing, or hospitality. (A, I, As)
- Experience working directly with clients and internal teams. (A, I)
- Ability to manage multiple events simultaneously and under pressure (A,I)
- Experience of working towards targets (A,I)

Essential Skills

- Strong organisational, communication, and interpersonal skills (I)
- Competent in Microsoft Office and venue booking systems (e.g., Rendezvous or similar) (As, A, I)
- High attention to detail and proactive problem-solving ability (I)
- Ability to prioritise tasks effectively in a busy environment (I)

Essential Qualifications

Educated to A-Level or equivalent (A)

Desirable (Not Essential)

- Familiarity with AV or IT equipment setup (A)
- Knowledge of ethical or values-based organisations. (I)
- Relevant hospitality or event management qualification (A)
- Professional development in event management or hospitality (formal or informal) (A)

(A: Application or CV, I: Interview, As: Assessment at selection)