

JOB DESCRIPTION

JOB TITLE:	Events 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.

QUAKERS IN BRITAIN 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)