

BRITAIN YEARLY MEETING

JOB DESCRIPTION

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| **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 Cafe 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 BYM’s Safeguarding Policy is adhered to in all aspects of the role.
* Responsible for ensuring that BYM’s Equal Opportunities Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Health & Safety Policy is adhered to at all times
* Responsible for ensuring  that BYM’s commitment to sustainability is adhered to in all aspects of the role
* Responsible for ensuring that Britain Yearly Meeting’s Staff handbook is adhered to at all times.