

ST MARY'S

LONDON

Job Description

Events Coordinator

External Events

Full-time

Job aim: To provide event planning and management support to clients who book corporate, charitable, or private events at St Mary's venue. With the support of the Head of Venue and Events, to ensure events are executed safely and effectively.

Job summary: We require a full time Events Coordinator to join our supportive and friendly team. This role works under the direction of our Head of Venue and Events to manage external events from point of confirmation to post-event, including working with clients, and booking and briefing event-day staff. The role requires the ability to communicate effectively and build excellent relationships with a variety of stakeholders, a great eye for detail, and calm problem solving. The ideal candidate will be exceptionally organised, able to prioritise and manage time effectively between a large volume of clients, and have a warm and welcoming approach.

Responsibilities

Supporting clients to plan events

- Proactively guide clients to plan safe and effective events, including conducting site visits
- Ensure all required services are booked
- Create, issue, and follow-up on invoices
- Gather and review client event-day documents, licenses, and media
- With the support of the Head of Venue and Events, ensure alcohol license requirements are met for each event
- Communicate final event day details and actions to the client

Working with internal teams and processes to deliver events

- Maintain detailed project management records throughout the planning process
- Book and organise staff for events
- Write and share detailed and timely briefs for event day staff
- Receive and process invoices from event staff
- Liaise with the Kitchen Manager, Buildings Manager, and Office Manager to keep them informed of the needs and impacts of external events
- With the support of the Head of Venue and Events, liaise with church groups where their work may be affected by external events

On Event Days and Post-Event

- Liaise with Duty Managers to ensure the event is running smoothly and problem solve as required
- On a rotational basis with the Head of Venue and Events, act as emergency contact
- Occasional evening/weekend work as required
- Capture real-time photos and short-form video content during events for use across Instagram Stories and similar channels
- Where possible, connect with event organisers on event days to continue positive partnerships
- Complete post-event wrap-up tasks including identifying and reporting any issues to the Head of Venue and Events, and communicating with the client post-event

Other

- Under the direction of the Director of Operations, cover for the Head of Venue and Events in their absence
- With the support of the Head of Venue and Events, ensure venue regulations are adhered to
- Ad-hoc additional admin support for wider church team and ministries
- Willingness to be flexible and respond to different work priorities and changing market conditions

Essential Skills

- Excellent customer facing skills and a commitment to outstanding customer service
- Excellent organisational and time management skills, with administration experience
- Excellent communication skills, both written and verbal
- A solutions mindset, proactive and excellent at problem-solving
- High attention to detail
- Fully confident and competent with Google suite (calendar, sheets)

Desirable Skills

- Experience working in the events, hospitality, or venue hire industry
- Experience using a CRM
- Technical ability to understand sound, visual and lighting requirements for events

Hours:

- 35 hours, 5 days a week, a minimum of 3 days per week at the office. Typical office days are Tuesday-Thursday, and Tuesdays are required for our weekly staff meeting.
- Due to the nature of the work, attendance at events outside office hours is sometimes needed for which time off in lieu is given

BENEFITS

- Salary between £28,500 and £30,000 based on experience
- 28 days paid holiday per year + bank holidays. Inclusive of 2 days holiday at Easter and 3 days office closure between Christmas and New Year
- Staff and personal retreat days
- Your choice of birthday breakfast at the Tuesday team meeting
- Training opportunities and courses

Accountable to: Head of Venue and Events, Director of Operations

Supported by: Sales and Marketing Coordinator, the staff team

About St Mary's

St Mary's is a vibrant and charismatic Anglican Church located in Marylebone, W1. In addition to serving as a place of worship, it boasts a thriving Grade I listed events venue, hosting an average of two-to-three events per week. The venue accommodates a diverse range of events, including conferences, charity events, fashion shows, book launches and wine tastings.

Occupational Requirement

This role has an Occupational Requirement to be a Christian, as permitted under Schedule 9, Part 1, of the Equality Act 2010.

Equality, Diversity and Inclusion

St Mary's is committed to being a diverse church that truly represents the community we serve. We welcome applications from people of all backgrounds, especially those underrepresented in church leadership, including women, racialised, LGBT+, disabled, and under-served communities.

Don't meet every requirement? Studies have shown that women and people from racialised communities are less likely to apply for jobs unless they meet every single qualification. If you're excited about this role but your prior experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles.

How To Apply

Please send a cover letter to introduce yourself and tell us why you'd be great for the role, and an up-to-date CV (including details of two referees - one personal, one professional) via email to Megan Taylor (megan@stmaryslondon.com)

We are looking for someone to start mid-August, so early applications are appreciated and will be reviewed on a rolling basis.