

Assistant to the Events and Venue Manager Job Description

Job title	Assistant to the Events and Venue Manager	Location	Toynbee Hall 28 Commercial Street E1 6LS
Department	Commercial and Operations	Length of contract	Permanent
Outreach Work Required	N	Safeguarding level	TBC
Reporting to	Events and Venue Manager	Direct reports	n/a
Working Hours	35 hours per week This includes supporting event delivery. This will include some evenings, weekends, and early mornings	Working Pattern	Typically Monday – Friday 8am – 4pm. There will be the requirement to work a different working pattern and some weekends around the events calendar.

About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.
- This means:
- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.

- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

Department background and key working relationships

Our commercial and operations team is responsible for generating income for the charity through our venue hire business and property, as well as supporting the operations of the buildings. This is a key part of enabling the successful delivery of our charitable activities.

This role is based in our commercial and operations team and works directly with the Event and Venue Manager, Event Sales Executive, and the Security team. The role requires engagement across the staff group.

The commercial and operations team consists of 5 members of staff, and you will also work with our communications lead on specific projects.

We provide events for a wide range of customers, approximately 80% are in the charity/not for profit space and the remainder are corporates or individuals.

The events mix ranges from training/away day meetings, mid-scale conferences, private celebrations and launch/networking events.

How we work

Our values are Inclusive, Courageous and Empowering and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

Job purpose

To support the Event & Venue Manager and the wider events team in delivering high-quality events, ensuring that all aspects of the event run smoothly and efficiently.

Scope of role

The role involves responsibility for delivering events across Toynbee Hall. It requires the flexibility to adapt to various tasks and ensure that events maintain the charity's high standards of service. The role includes operational decision-making during events and supporting in any required capacities. This can be as broad as front of house type tasks, meeting and greeting clients, ensuring catering is delivered on time and setting up rooms, as well as wider administrative / planning tasks to make sure that events run to plan.

Key Responsibilities

Event Delivery Support:

- Event management, ensuring that clients receive the best possible experience. Typically, this may include assisting with technology setup, greeting clients and providing housekeeping, providing reactive assistance (printing, temperature control, furniture adjustments etc.) & collecting feedback.
- Supervising event assistants and welcome hosts, ensuring that administration tasks such as the cleaning schedule, accepting & managing venue hire deliveries (including catering checks), preparation of menus, labels & signage are completed.
- Ensure events are delivered to a high quality, assisting with logistics, cleaning, setup, and serving food and beverages as needed.
- Some administration duties including creating event forms and signage, client event amendments and assistance with stock control

Team Collaboration:

- Work collaboratively with the events delivery team and wider Toynbee Hall staff.
- Flexibility to take on tasks outside of the core role when needed, ensuring the successful delivery of events.

General Responsibilities:

- Engage with key event customers, representing Toynbee Hall.
- Build good working relationships across the organization and act as a 'critical friend'.
- Undertake any other appropriate responsibilities that may arise.
- Work toward an agreed annual work plan meeting targets and milestones; prioritising workload and planning activity.
- Take responsibility for your personal development and seek out opportunities for support and development.

Person Specification

The successful candidate will demonstrate the following essential criteria:

- **Experience of working in hospitality and/or events**
- **Strong organizational and time-management skills** – Ability to manage multiple tasks, such as setting up events, handling logistics, and supporting event operations.

- **Effective communication and interpersonal skills** – Ability to collaborate with the Event and Venue Manager, Event Sales Executive, Security team, and other staff, while also engaging with external partners and audiences.
- **Attention to detail** – Ensuring that event setups and executions are completed to a high standard.
- **Adaptability and problem-solving skills** – Ability to handle unexpected challenges during events and remain calm under pressure.
- **Teamwork and collaborative approach** – Willingness to support colleagues and take on additional tasks such as cleaning or serving when required.
- **Basic understanding of health and safety regulations** – Ensuring that event operations comply with safety standards.
- **Customer service skills** – Ability to represent Toynbee Hall and interact with event attendees, ensuring a positive experience.
- **Alignment with Toynbee Hall’s mission and strategy**
- **Alignment and willingness to work in line to our values:**
 - Inclusive - open-minded, transparent, convening and collaborative; seeking fresh and alternative perspectives.
 - Courageous – principled, ambitious and acting with integrity.
 - Empowering – shifting power, sharing our knowledge, enabling people to take action for themselves
- **An understanding of safeguarding** and willingness to develop understanding further

The following criteria are desirable:

- **Knowledge of the charity sector and community engagement** – Understanding how the charity operates and the role of events in supporting its mission.
- **Technical skills related to event equipment** – Familiarity with setting up audio-visual equipment or other technical aspects of event production.
- **Project management experience** – Having the ability to coordinate multiple aspects of events and meet deadlines.
- **First Aid training or certification** – This would be beneficial for ensuring the safety of event attendees and staff.

Further information

The right to work in the UK is a requirement of this role.