



Creating a world of better opportunities

Job description

Meeting and Events Coordinator

IET London: Savoy Place

Permanent

Grade 5

Full Time – 37.5 Hours per Week

Reports to: Meeting and Events Diary Manager

Where the role fits

This role is part of the Venues team, within the Operations Team, that is responsible for the operational delivery of an excellent client experience at IET London: Savoy Place.

The role of the Operations team is to define and deliver the operational strategy that enables the delivery of high-quality, cost-effective services, providing input into the product roadmap, with the Portfolio and Product Management team (PPM) and the Engagement and Growth team (E&G).

The Venues team are responsible for ensuring the smooth operation of facilities, maintaining high standards of service, and supporting seamless event delivery.

Purpose of the role

The Meeting and Events Coordinator supports the successful delivery of events at IET London: Savoy Place by managing day-to-day client enquiries, providing responsive and professional customer service, and assisting in the planning and coordination of events of up to 200 delegates. Acting as a key point of contact for external clients, the Meeting and Events Coordinator helps ensure event requirements are clearly understood and met by advising on suitable spaces, AV/IT options and catering arrangements. Working collaboratively with colleagues across the events team, the Coordinator helps balance enquiry workloads, maintain service standards, and contribute to effective diary and yield management. By supporting clients from initial enquiry through to post-event follow-up, the Meeting and Events Coordinator plays an important part in driving client satisfaction, supporting repeat business, and upholding the reputation of Savoy Place as a high-quality and reliable London event venue.

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Act as a primary point of contact for external clients delivering events of up to 200 delegates, providing a professional and responsive service from initial enquiry through to post-event follow-up.
- Manage incoming enquiries in line with best-practice standards, preparing timely, accurate proposals, conducting site inspections, and using agreed negotiation tools and yield management to maximise conversion and revenue.
- Work closely with clients to understand event objectives and recommend suitable spaces, AV/IT solutions, and catering options, hosting final detail meetings and food tastings as required to confirm all arrangements.
- Support the effective management of the venue diary, including internal bookings, by chasing provisional holds, ensuring accurate scheduling, and balancing enquiry and planning workloads across the Coordinator team.
- Prepare and issue accurate contracts, arrange credit facilities, and manage pre-payment invoicing, ensuring payments are chased and recorded in line with agreed schedules; work with the Venue Office Manager to support accurate post-event invoicing.

- Ensure all client requirements are fully documented and confirmed in writing at least 10 days prior to the event, maintaining accurate and up-to-date records in the booking system.
- Provide key client touchpoints on the event day and complete post-event follow-up calls to support feedback, re-bookings, and long-term client relationships.
- Proactively upsell catering enhancements and AV/IT facilities to maximise revenue, maintaining strong working knowledge of venue capabilities and operational processes.
- Maintain awareness of competitor venues and represent Savoy Place at relevant exhibitions, conferences, and networking events as required.
- Support the Sales and Development Manager in promoting both IET venues and liaise with Facilities to ensure Health and Safety procedures are communicated and any issues are promptly reported.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Apply specialist knowledge and skills:** You'll leverage your in-depth knowledge and expertise in a specific field to deliver essential tasks and services that contribute to the smooth running of the IET.
- **Perform specialist tasks accurately:** You'll independently execute a diverse range of specialist tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- **Contribute to continuous improvement:** You'll actively participate in the ongoing development and improvement of the IET by applying your specialist knowledge and suggesting innovative solutions.
- **Collaborate effectively:** You'll work closely with colleagues from various departments, fostering a collaborative and inclusive environment where open communication leads to achieving shared goals as a One IET team.
- **Provide valuable expertise:** You'll act as a resource within your area of specialism, sharing your knowledge and expertise to support your team and contribute significantly to the overall success of the IET.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.

Skills and experience required

- Experience in a meetings and events coordination or sales support role within a venue or hotel environment, ideally with exposure to handling multiple event spaces.
- Strong customer service capability, with excellent interpersonal and communication skills and the ability to engage confidently with clients at all levels. Experience with direct negotiation would be beneficial.
- Good organisational and time management skills, with the ability to prioritise workload and work independently to meet deadlines.
- Strong written and verbal communication skills, with a professional and well-presented approach.
- Proficient in Microsoft Office applications, particularly Word and Excel, with the ability to learn and use venue booking systems effectively.
- Flexibility to work evenings and weekends as required to support client needs and event delivery.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, staying current with industry trends and developments.
- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and collaborative work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, and contributing to a supportive team atmosphere.

- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>CD – Sales and Development Manager</i>	<i>12.2025</i>
<i>Strategic People Partner</i>	<i>VD – Strategic People Partner</i>	<i>12.2025</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.