

JOB DESCRIPTION

Events Coordinator



DEPARTMENT	Harrow School Enterprises Limited (HSEL)
REPORTS TO	Commercial Events and Venues Manager
RESPONSIBLE FOR	Casual Events Supervisors and Tour Guides (indirectly)
WORKING PATTERN	40 hours per week as agreed (your employment contract will give full details)
ISSUE/REVISION DATE	August 2026

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, encompassing much of Harrow on the Hill in north-west London. Harrow School's 324-acre estate comprises approximately 150 buildings, 70 acres of woodlands and gardens, a 60-acre farm and 120 acres of sports fields including a nine-hole golf course, a conservation area and a collection of listed buildings. Around 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, uniting purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

Harrow School Enterprises Limited (HSEL) is the trading company of Harrow School. It is responsible for raising additional funds for the School through commercial activities such as events, filming, tours, weddings, educational courses, residential tenant groups and sports facilities hire. HSEL is also the head office for Harrow School Short Courses (HSSC), which is one of the leading providers of summer language courses for international students aged 8-17 years.

THE ROLE

The Events Coordinator plays a key role in the successful planning and delivery of Harrow School Enterprises' commercial events programme.

Working closely with the Commercial Events and Venues Manager, the postholder will coordinate the administration and operational delivery of commercial events, weddings, filming and venue hire activity, ensuring an exceptional client experience from initial enquiry through to post-event review.

The role is hands-on and varied, combining administration, customer service, event planning and operational support.

The Events Coordinator will also provide administrative support to the School's historic tours operation, working alongside the Tours Administrator where required.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post holder develop. The School expects that the post holder will recognise this and will adopt a flexible approach to work. In addition, the post holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

COMMERCIAL EVENTS

- Coordinate the planning and delivery of commercial events from confirmation through to completion.
- Prepare event documentation, event sheets and operational schedules.
- Liaise with clients throughout the planning process, ensuring timely and professional communication.
- Coordinate site visits and client show rounds alongside the Commercial Events and Venues Manager.
- Work closely with Catering, Estates, Hospitality, Security, IT, Cleaning and other School departments to ensure successful event delivery.
- Ensure contracts, invoices and client documentation are issued promptly and accurately.
- Monitor receipt of deposits, contracts and pre-event payments.
- Attend commercial events as Duty Coordinator where required, including evenings and weekends.
- Troubleshoot operational issues and support clients throughout event delivery.
- Assist with post-event follow-up, feedback and administration..

VENUE ADMINISTRATION

- Maintain accurate records of all commercial enquiries and bookings within the Event Management System (EMS).
- Ensure booking information is kept accurate and up to date.
- Produce reports and operational documentation as required.
- Coordinate venue availability with School departments.
- Ensure venue booking information is communicated effectively across the School.

FILMING AND LOCATION HIRE

- Assist with filming and photography enquiries.
- Coordinate location visits and recce appointments.
- Support filming activity on-site where required.
- Ensure filming bookings are accurately recorded within EMS.
- Liaise with production companies and internal stakeholders to support successful filming activity.

EVENT MANAGEMENT SYSTEM (EMS)

- Maintain accurate booking information within EMS.
- Ensure all enquiries, bookings and event details are recorded correctly.
- Assist colleagues with the effective use of EMS.
- Identify data inaccuracies and support continuous improvement.
- Produce reports from EMS as required

MARKETING AND BUSINESS SUPPORT

- Assist with the preparation of marketing materials for commercial events.
- Support the maintenance of website content relating to events, filming and venue hire.
- Assist with the creation of social media content, blogs and newsletters.
- Capture client feedback and testimonials where appropriate.
- Support the implementation of new commercial initiatives led by the Commercial Events and Venues Manager.

ADMINISTRATION

- Prepare contracts, quotations and correspondence.
- Maintain accurate client records.
- Assist with financial administration relating to events.
- Coordinate casual staff administration where required.
- Ensure filing systems are maintained.
- Undertake any other duties reasonably required by the Commercial Events and Venues Manager.

TOURS SUPPORT

Working alongside the Tours Administrator, provide operational support to Harrow School's tours programme.

This may include:

- responding to enquiries when required;
- updating bookings within EMS;
- supporting communications with tour guides and visitors;
- assisting with public tour administration;
- providing operational cover during periods of leave or peak activity.

The Events Coordinator will not have day-to-day responsibility for managing the tours operation but will work collaboratively to ensure an excellent visitor experience.

Harrow School is committed to promoting and safeguarding the welfare of children and young people and expects all staff and volunteers to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times.

In the event of a successful application, candidates will be required to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure and Barring Service check (including Children's Barred List information) and prohibition checks. This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions and cautions, reprimands and final warnings (including those which would normally be considered as "spent" under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at Harrow School. Please refer to the School's Recruitment, Selection and Disclosure Policy for more details.

PERSON SPECIFICATION

Post-holders/candidates will be expected to demonstrate the following:

ESSENTIAL

EXPERIENCE

- Experience coordinating events, hospitality, venue bookings or customer service operations.
- Experience providing excellent customer service.
- Strong administrative experience.
- Experience working with Microsoft Office

KNOWLEDGE AND SKILLS

- Excellent organisational skills.
- Outstanding attention to detail.
- Strong written and verbal communication.
- Ability to prioritise competing deadlines.
- Professional and confident manner.
- Ability to work calmly under pressure.
- Excellent customer service skills.
- Good numerical ability.
- Ability to work both independently and collaboratively.
- Willingness to work occasional evenings and weekends

PERSONAL QUALITIES

- Friendly and approachable.
- Professional.
- Positive attitude.
- Flexible.
- Highly organised.
- Calm under pressure.
- Reliable.
- Strong attention to detail.
- Keen to learn.
- A genuine team player.

ESSENTIAL

PERSONAL QUALITIES

- Experience within events, hospitality or venue management.
- Experience within an education environment.
- Experience using an Event Management System (EMS) or CRM.
- Knowledge of weddings, conferences or venue hire.
- Experience supporting filming or location shoots.
- Social media or marketing experience.
- Interest in heritage, tourism or visitor attractions.

SCHOOL VALUES AND BEHAVIOURS

All staff are expected to conduct themselves in line with the School's values which are: **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge poor behaviour in ourselves and others.
We are open to new ideas, and seek fresh challenges.

HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions whilst setting them in the context of today.

HUMILITY

- We work hard to serve others within the School and across our wider communities where possible putting their interests before our own.
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome, we celebrate those that took part.

FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together.
- We are kind and inclusive; we value the contribution that each of us makes.
- We role model the behaviours that we would like to see in others; we ask only of others what we would be prepared to do ourselves.