



The National Centre for Children's Books

Hospitality & Events Coordinator

Salary: £27,690 FTE

Hours: 30 hours per week

Contract: 6-month fixed-term contract initially

Closing date: 5pm, Friday 2 October 2026

Are you passionate about creating brilliant experiences? Do you love making things happen, enjoy working with people and have an eye for the detail that makes an event run smoothly?

Seven Stories is looking for an enthusiastic, organised and customer-focused **Hospitality & Events Coordinator** to join our team.

This is an exciting and varied role with responsibility for coordinating a range of commercial and visitor-facing activity across Seven Stories. From serving great coffee and creating an inviting bookshop experience, to delivering memorable corporate events and coordinating fantastic children's birthday parties.

Why Join Seven Stories?

Our hospitality and events offer are an important part of the experience we provide. Whether it's a family enjoying a coffee after exploring the galleries, a child celebrating their birthday, or a business holding an event in our unique building, we want everyone who comes through our doors to feel welcome and leave with great memories. This role is an opportunity to be part of developing that experience while also helping to grow our commercial activity.

About the role

The Hospitality & Events Coordinator will play a key role in the day-to-day coordination and development of our coffee shop, kitchen, bookshop and events offer.

Covering the following:

- Our coffee shop and hospitality offer
- Kitchen and catering operations
- Bookshop and retail activity
- Corporate meetings, venue hire and private events
- Children's birthday parties
- Other commercial, seasonal and special events

You will work closely with colleagues across Seven Stories to make sure every element of an event or visitor experience comes together seamlessly. You will liaise with customers, suppliers and internal teams, coordinate staffing and resources, manage bookings and help to ensure that our spaces are welcoming, safe and ready for visitors. You will also play an important role in developing our commercial offer, identifying opportunities to increase and create new experiences for our visitors.

Your responsibilities will include:

Hospitality & Catering

- Coordinating the day-to-day operations of the combined coffee shop and bookshop, and kitchen operations.
- Development of menus, seasonal offers and event catering.
- Managing stock, ordering and suppliers.
- Ensuring high standards of customer service, presentation, food safety and allergen management.
- Staff management, training, and rota creation.
- Sales, costs and waste monitoring and identifying opportunities to improve performance.

Bookshop

- Supporting the smooth operation of our bookshop and retail offer.
- Ensuring excellent customer service and an engaging customer experience.
- Supporting displays (product placement), stocktakes and ordering input.
- Developing links between hospitality, the bookshop, exhibitions, events and programme activity, identifying opportunities to increase sales and income generation.

Corporate & Private Events

- Managing enquiries and bookings from initial contact through to event delivery.
- Working with clients and stakeholders to understand their requirements and create appropriate event packages.
- Coordinating catering, layouts, equipment, staffing and supplies.
- Preparing event plans and communicating requirements to colleagues.
- Acting as a key contact for clients on the day.
- Ensuring events are delivered professionally and to a high standard.
- Developing positive relationships with clients and encouraging repeat business.

Children's Birthday Parties

- Coordinating bookings and communicating with bookers.
- Organising catering, activities, party spaces, staff and resources.
- Ensuring dietary and allergen requirements are accurately recorded and communicated.
- Development of party packages and opportunities for additional income

About you

We're looking for someone who is organised, enthusiastic and great with people. You will have experience of working in hospitality, events, retail, visitor attractions, or another customer-focused environment. You will be comfortable juggling multiple priorities and confident coordinating people, suppliers, and practical arrangements.

You will need:

- Excellent organisational and time-management skills.
- A genuine commitment to excellent customer service.
- Experience of coordinating events, hospitality or similar activities.
- Strong communication skills and the ability to build positive relationships.
- A practical, hands-on approach and the ability to solve problems calmly and on the fly.
- Commercial awareness and an understanding of income, costs and value for money.
- The ability to work collaboratively with colleagues across the organisation.
- Confidence using IT, EPOS and CRM or other digital systems.
- Flexibility to work across a seven day rota with occasional evenings, and during busy school holiday periods.
- Experience of catering, food safety, children's events, venue hire, retail or bookshop operations would be particularly welcome.
- Minimum Level 2 Food Hygiene Certificate and Allergen Awareness

Disclosure and Barring Service Checks

Seven Stories is registered with the Disclosure and Barring Service (DBS) and checking procedures are in place for employees (including artists and authors), volunteers, consultants and trustees. If required, you will be checked to the level appropriate to the role.

Safeguarding

All employees must complete the Safeguarding Children Level 1 and Safeguarding Adults Level 1 training accessed through the Newcastle Safeguarding Children Board. Employees working with children and young people on a regular basis will be expected to complete Safeguarding Children Level 2.

How to apply

Please send your CV and a supporting statement indicating how you meet the job criteria, explain why you are interested in the role and how your skills and experience make you a great addition to the Seven Stories team to jobs@sevenstories.org.uk