

Job description: Events and Venue Hire Coordinator

Federation of British Artists/Mall Galleries

Job Title: Events and Venue Hire Coordinator

Hours of Work: Full time, Monday – Friday, 35 hours per week. Some evening and weekend work required. Time off in lieu applies.

Reports to: Head of Events and Venue Hire

Location: Federation of British Artists, 17 Carlton House Terrace, London, SW1Y 5BD

Overview

The Federation of British Artists at Mall Galleries on The Mall is seeking an efficient, driven and personable Events and Venue Hire Coordinator to assist with the coordination of external exhibitions and events, as well as to identify opportunities to improve venue hire and raise the commercial profile of Mall Galleries.

The Federation of British Artists/Mall Galleries

The Federation of British Artists (FBA) is the national centre for contemporary figurative art, with administration offices and a large contemporary gallery space located on The Mall in central London. A major visual arts charity, the FBA comprises nine of the UK's leading art societies.

Vision

Championing figurative art and connecting artists with the public.

Mission

As a charity, our mission is to deepen public appreciation for contemporary art and foster meaningful connections between artists and their audiences. By working as a Federation and supporting other exhibitors, we enrich the art landscape with an emphasis on education, sustainability, growth and commercial opportunities.

Venue Hire at Mall Galleries

Venue hire at Mall Galleries offers an exciting and varied programme of exhibitions and events within a prestigious central London setting. The gallery spaces are hired by a wide range of external clients for exhibitions, art fairs, product launches, fashion shows, evening dinners, drinks receptions, wine tastings and much more. With each hire bringing different creative, logistical and commercial requirements, no two days are ever the same, making the role both fast-paced and highly varied.

Key Responsibilities

Sales

- Support the Head of Events and Venue Hire in achieving annual exhibition and event hire targets by managing and converting enquiries, and proactively developing key accounts.
- Manage client relationships professionally and persuasively, identifying client needs and providing tailored information and timely quotations to maximise conversion rates.
- Assist with and participate in client site visits in a professional, knowledgeable and engaging manner.
- Generate new business leads through proactive networking and by raising the commercial profile of Mall Galleries.
- Respond to all sales and hire enquiries efficiently, accurately, and within agreed timeframes.
- Maintain and regularly update venue-finding platforms and listings.
- Deliver a consistently high standard of customer service, ensuring client expectations are met and exceeded.
- Proactively identify opportunities to enhance the commercial venue hire offer, including undertaking benchmarking, research and performance analysis.

Marketing

- Update the website with exhibition listings.
- Be proactive in managing the @MallGalleriesHire social media channel.
- Create and update stories and blog posts for the Mall Galleries website to attract hirers,
- Work proactively with the Marketing team to support the successful delivery of exhibition promotional plans, including generating content and liaising with clients to provide copy for the website, social media and monthly newsletter.

Exhibition and Event Coordination

- To administer and coordinate all external exhibition and event hires alongside the Head of Events and Venue Hire.
- To liaise internally and externally to ensure the smooth running of all events.
- Act as account manager for agreed exhibition and evening event hire clients.
- Clearly communicate schedules and arrangements to internal teams and clients.
- Update the daily Master Diary alongside relevant colleagues to coordinate the delivery, installation and despatch of exhibited works of art.
- Ensure all exhibitions and events have appropriate staffing rotas in place.
- In collaboration with the Art Services Manager, ensure works of art have accurate transport, delivery and despatch details and are correctly recorded on arrival.
- Liaise with the Visitor Experience Team to ensure smooth and positive visitor engagement.

- Liaise with approved suppliers.
- Liaise with The Royal Parks regarding deliveries and parking permits.
- Maintain positive communication with all clients and fulfil their requirements.
- Ensure all health and safety policies and regulations are fully complied with.

Administration and Finance

- Ensure all exhibition and event-related contracts, finance and administration are accurate and up to date.
- Establish and manage highly organised timelines and priorities relating to exhibition and event hire.
- Report regularly to the Head of Events and Venue Hire, providing status updates, exhibition and event timelines, and oversight of additional external services.

Other Duties

- Provide a warm, professional welcome and a consistently high standard of customer service.
- Assist with additional client administration as required.
- Work independently and manage own workload effectively.
- Demonstrate respect for colleagues, clients and visitors at all times.
- Act in accordance with the Health and Safety at Work Act 1974, taking reasonable care for the health and safety of yourself and others who may be affected by your actions.
- Undertake other duties as required that are commensurate with the role.

Person Specification

Essential Experience

- Experience working within an exhibition/events/sales/venue hire environment.
- Highly organised with excellent communication skills.
- Ability to manage time effectively and meet deadlines.
- Ability to work collaboratively with colleagues at all levels across the organisation.

Essential Skills

- Strong persuasive and negotiation skills, with the ability to work creatively and generate repeat and new business.
- Strong analytical skills, with the ability to compile and analyse figures and statistics to inform decision-making.
- Experience reporting on and comparing numerical data, including sales and conversion rates.
- Excellent organisational and administrative skills, with a broad working knowledge of Microsoft Office and digital platforms.

Desirable

- Experience working in a gallery/venue.
- A passion for visual arts.

What We Can Offer You

- Salary between £27,000 – £29,000 per annum.
- Flexible working based on job responsibilities.
- You will receive 26 days paid annual leave plus the three days between Christmas and New Year.
- 3% employer contribution to a personal pension scheme.
- Staff discounts at Cass Art shops and on FBA artworks displayed in the gallery.

How to Apply

To apply, please send your CV and a cover letter outlining how you meet the person specification to **recruitment@mallgalleries.com**. Please note that applications without a cover letter will not be considered.

Please include the job title (Events and Venue hire Coordinator) in the subject line of your email.

Deadline for applications: **midnight on Friday 27 February 2026**

Thank you for your interest in this role. If you are not invited to interview, we regret that you have not been shortlisted on this occasion.

www.mallgalleries.org.uk

February 2026