ROLE DESCRIPTION · OPEN PROJECT ROLE

Guest Experience & Protocol Lead

Makes sure every guest, speaker and VIP is welcomed, informed and looked after from arrival to departure.

ENGAGEMENT	AREA	REPORTS TO	LOCATION
Project-based	Guest experience	Director of Operations & Event Production	Nairobi, Kenya, and event locations

About the role

You look after the people in the room. You design and lead the guest journey, manage VIP and speaker hospitality, and make sure protocol is observed so every guest feels expected and well cared for.

What you will do

- Plan the guest journey, including arrival, registration, seating, breaks and departure.
- Lead ushers and hospitality teams and brief them before each event.
- Manage VIP, speaker and dignitary arrivals, green rooms and protocol.
- Handle guest questions, special requirements and accessibility needs.
- Resolve issues on the day calmly and discreetly.
- Gather guest feedback for post-event review.

What you bring

- Experience in hospitality, protocol, guest relations or front-of-house roles.
- Warmth, composure and excellent interpersonal skills.
- Ability to lead and brief a team of ushers or volunteers.
- Understanding of protocol for senior officials and VIPs.

Good to have

- Experience at diplomatic, government or corporate events.
- First aid training.

How we work together

This is a project-based engagement, not employment. For each project we agree the scope, dates, deliverables and fee in a written engagement letter before any work begins. Fees depend on the project and are confirmed in that letter.

Everyone who works with us follows our Rules of Engagement: thegatheringandco.online/downloads/roles/rules-of-engagement.pdf

How to apply

Go to **thegatheringandco.online/work-with-us**, choose **Guest experience** as your area and tell us about your experience and availability. Include a portfolio or LinkedIn link if you have one. You can also email **info@thegatheringandco.online** with the subject "Guest Experience & Protocol Lead".