

## JOB DESCRIPTION

<b>Department:</b>	Fundraising
<b>Job Title</b>	Events Assistant
<b>Accountable To:</b>	Events Manager
<b>Accountable For:</b>	N/A
<b>Based At:</b>	Leatherhead
<b>Salary Band:</b>	Grade 9
<b>Job Purpose and Context</b>	
<p>To assist in the delivery of a successful portfolio of special and sports events, which engage both existing and potential supporters, by providing solid administrative support to each member of the events team and taking on personal projects, as and when required.</p> <p>This role will be responsible for responding to and following up on all event enquiries, ensuring that information relating to event participants is accurately entered onto the donor management system and kept up to date; providing excellent supporter care and promoting further involvement with Rainbow Trust.</p> <p>The post holder will live the Rainbow Trust Values and effectively communicate with our supporters by telephone and email, as well as face to face at various events.</p>	
<b>Areas of Responsibility</b>	
<ul style="list-style-type: none"> <li>• Create and maintain records for event participants on the database and event spreadsheets, keeping all information current, producing reports and generating and logging communications</li> <li>• Communicate with event participants and suppliers to keep them engaged with our cause, including regular telephone communication, creating and sending thank you letters, receipts and invoices</li> <li>• Take responsibility for the events team email inbox, responding to all event enquiries in a timely manner and keeping the team informed, as well as following up on enquiries when necessary</li> <li>• Support events fundraisers, offering general support when they need it, for example setting up online fundraising pages or sending out materials</li> <li>• Conduct research tasks as and when required</li> <li>• Complete all administration aspects of the event sign up/booking process</li> <li>• Work closely with the relevant event manager to provide effective support in preparing for the event day and on the day itself</li> <li>• Oversee the usage of the events materials by all teams</li> </ul>	
<b>Leadership and Strategy</b>	
<ul style="list-style-type: none"> <li>• Represent the charity to a variety of external audiences, to promote and raise awareness of Rainbow Trust</li> <li>• Commit to Performance Management Process and develop stretching objectives to meet business plan</li> <li>• Take responsibility for own professional development following the PDAP process</li> </ul>	

<p><b>Operational and Project Planning</b></p> <ul style="list-style-type: none"> <li>• Develop own work programme in consultation with line manager to weekly and monthly, quarterly time frames</li> <li>• Work under direction and meet deadlines that contribute to delivery of operational and project plans</li> <li>• Take responsibility for meeting agreed objectives and fundraising targets</li> <li>• Make effective use of time and available resources</li> <li>• Report any deficiencies in systems, processes and resources and propose resolution when appropriate</li> <li>• Operate in compliance with relevant legislation, best practice and corporate policy</li> </ul>
<p><b>Working with Customers and Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Send out fundraising materials, eg. t-shirts, posters, to event participants to effectively support their fundraising efforts</li> <li>• Send ticket confirmations, 'Good Luck' and 'Thank You' communications to supporters to encourage repeat fundraising</li> <li>• Create guest lists, table host plans and communicate to appropriate contacts to administratively support special events</li> <li>• Provide active event support, including meeting and greeting, setting up marquees/flags/banners, organising refreshments and cheering squads</li> <li>• Proactively telephone 'warm contacts' to fill sports event places</li> <li>• Ensure that reasonable supporter expectations are met</li> <li>• Deliver direct services to both supporters and colleagues to acceptable professional standards and organisational guidelines</li> </ul>
<p><b>Developing, Maintaining Systems and Procedures</b></p> <ul style="list-style-type: none"> <li>• Effectively use fundraising database and suite of MSOffice products to keep records current, complete and accurate</li> <li>• Complete regular data cleaning exercises</li> <li>• Create Purchase Orders and update relevant financial records to deadline</li> <li>• Manage mail merges to post event tickets and other supporter communication</li> <li>• Ensure that accurate audit trails are recorded</li> <li>• Ensure compliance with data protection responsibilities</li> </ul>
<p><b>People Management and Development</b></p> <ul style="list-style-type: none"> <li>• Provide guidance, advice and support to volunteers under the direction of a line manager and to Volunteer Management guidelines</li> <li>• Take specific responsibility for Event Volunteers at nominated events</li> <li>• Recognise and value the contribution of volunteers</li> </ul>
<p><b>Team Working and Collaboration</b></p> <ul style="list-style-type: none"> <li>• Collaborate with colleagues across the department (particularly the Fundraising Administrator and the Corporate, Community and Individual Giving teams) and organisation in order to enable delivery of priorities and objectives</li> <li>• Actively participate in team meetings</li> <li>• Contribute to team building initiatives and activities</li> <li>• Use Workbook system effectively to deliver on collaborative commitments</li> </ul>

<b>Special Conditions</b>
<ul style="list-style-type: none"><li>• Some out of office and flexible working will be required to support evening and weekend events and the organisations commitment to its stakeholders</li><li>• Full driving licence and regional travel may be required.</li><li>• The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager</li></ul>