

## JOB DESCRIPTION & PERSON SPECIFICATION

### ROLE DETAILS

<b>POST TITLE:</b>	Events Assistant Apprentice
<b>RESPONSIBLE TO:</b>	Events Manager
<b>HOURS:</b>	37.5 hours per week
<b>TERM OF POST:</b>	Approximately 18 months
<b>SALARY:</b>	£7.10 per hour

### ABOUT CAUDWELL CHILDREN

Established in 2000, Caudwell Children is a national charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The Charity is going through an exciting period of growth having recently opened a new state-of-the-art facility for multi-disciplinary therapy programmes for childhood disability and research of neurodevelopmental conditions, including autism, within the grounds of Keele University.

It provides a state-of-the-art base for the Charity's therapies and an environment where ground-breaking research can be undertaken, potentially changing the way some disabilities are treated, affecting millions of people around the world. This is a fantastic and exciting opportunity to join a dynamic and fast moving Charity at a time when it will attract national and international attention.

The services of Caudwell Children enrich the lives of our children and families through the delivery of high quality person centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of children with autism and associated conditions.

### POST OUTLINE

This is a fixed term post supporting the Events Team with their day to day activities. This role will play an essential part in supporting the Team, as well as co-ordinating the Charity's direct mail programme and being responsible for the promotion of social networking sites. The role involves extensive telephone work, building relationships with new contacts, clarifying and

cleansing existing data, sourcing new data and being responsible for keeping the CRM system up to date. Attention to detail is of vital importance.

## **DUTIES & RESPONSIBILITIES**

### **Main Duties:**

- Control all stock held both in the office and externally (merchandise and prizes) and ensure everything is logged, regularly checked, signed out and cross charged where appropriate.
- Work with the Marketing, PR and Communications Department to ensure all new contacts are contacted digitally twice per year via the CRM system.
- Successfully support the Event Team with delivery of all local and national events.
- Support the Marketing and Sales function by continuing to researching high net worth individuals, luxury brands and Charity of the Year.
- Management of departmental debtors and chasing in any debt.
- To support the team in achieving fundraising income targets through events and challenges and supporting fundraisers on third party events.

### **Other:**

- Uphold the principles and practice of customer care and continuous improvement.
- At all times to afford service users, colleagues and stakeholders the dignity and respect to which they are entitled with full regard to the organisations Equality and Diversity Policy.
- Confidentiality and data protection regarding all personal information and Caudwell Children activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the General Data Protection Regulations 2018.
- Have an awareness of relevant health and safety regulations and legislation.
- Be responsible for your own health and safety and that of anyone else whom your acts and omissions may affect and maintain a professional and hygienic personal appearance at all times.
- Ensure maintenance and security of physical, financial and information resources, where applicable.
- Effectively maximise all resources available in the course of your duties, minimising waste and working within budgets.
- Adhere to all Caudwell Children policies and procedures.

- Demonstrate commitment to Caudwell Children’s mission, vision and values.
- On occasion and when necessary work flexible hours to meet the needs of the business.
- Willingness to travel in order to meet the needs of the post.

This Job Description indicates only the main duties and responsibilities of the post and is not intended as an exhaustive list. The post holder may be asked to carry out other duties from time to time. The Charity reserves the right to amend this Job Description from time to time, according to business needs.

## **PERSON SPECIFICATION**

### **Essential Criteria**

- Knowledge of internet websites and social media channels.
- An interest in people, relationships and lifestyles.
- Skilled in the use of Microsoft Office, including Word and Excel.
- Ability to follow directions and complete tasks by deadlines.
- Ability to troubleshoot and work independently on projects.
- Ability to commit to ethical data use and data subject confidentiality.
- Ability and willingness to perform repetitive tasks.
- Ability to employ a high attention to detail.

### **Desirable Criteria**

- Ability to recognise potential opportunities.
- Comfortable talking over the phone or via video-chat.
- Experience of report writing.
- Experience of working in the Charity/Third Sector.
- Experience of working with volunteers.

## **DISCLOSURE & BARRING SERVICE CHECKS**

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for a Standard DBS check.

## **EQUAL OPPORTUNITIES**

Caudwell Children is a Disability Confident employer committed to offering an interview to all applicants who meet the minimum criteria and declare they have a disability as defined in the Equality Act 2010. We are committed to creating a diverse environment and will not discriminate for any reason against any person

because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. We particularly encourage applications from people who identify as Black, Asian or from a Minority Ethnic background and other underrepresented groups.

