**JOB DESCRIPTION**

**& PERSON SPECIFICATION**

**POST TITLE: Events and Challenges Assistant**

**LOCATION: Keele, Staffordshire (informal homeworking**

 **arrangements available up to 40% of working week)**

**HOURS: Full-time (37.5 hours per week)**

**SALARY: £23,810 per annum**

**TERM OF POST: Permanent**

**ABOUT CAUDWELL CHILDREN**

We are seeking an experienced and enthusiastic Events and Challenges Assistant to join our dedicated, experienced and growing team of professionals as we embark on a journey of expansion.

Established in 2000, Caudwell Children aims to change people’s lives, change the way society perceives and treats disabled and autistic people and change the way that charities operate, through the provision of child-centred practical and emotional services, passionate campaigning and demonstrating best practice. We believe in a world where disabled and autistic children have the choice, opportunity, dignity and understanding they deserve **#jointhechange and help us in our mission!**

Our facilities provide a state-of-the-art base within the grounds of Keele University, Staffordshire, with the option of informal homeworking arrangements up to 40% of working week after passing probation.

**POST OUTLINE**

Caudwell Children works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing equipment, treatment, therapies and Family Support Services.

The Events Assistant will be a member of the Events and Challenges Team that sits within the Fundraising Department.

The Events Team are looking for a highly organised individual with good communication skills who can provide vital support to their daily activity. The role involves a lot of organisation, telephone work, building relationships with new contacts, cleansing existing data, sourcing new data and being responsible for keeping the CRM system up to date.

Attention to detail is also very important in this role.

The successful candidate will need to be highly motivated with a can-do attitude and the ability to work to tight deadlines.

**MAIN DUTIES & RESPONSIBILITIES**

* Support the Events and Challenges Team in the delivery of all events and challenges, taking on areas of responsibly on the day. This could be volunteer management, guest list management, auction management, set up or artist/supplier liaison. Please note this does include some evening and weekend work.
* Support with management of closing events with thank yous, feedback forms and chasing any final payments, as well as ensuring CRM is fully updated.
* Schedule and attend Events and Challenges meetings and take meeting notes as required
* Maintaining and updating the CRM system with new contacts as well as updating old contact’s details.
* Support with sales reporting and management of guest spreadsheets and ensuring all activity and post event activity is logged on CRM system.
* Ensure that new asks are made to auction prize donors to keep a good supply of prizes for events.
* Log all department intangibles on a monthly basis for submission to accounts.
* Support with calls and emails to supporters, and follow ups with fundraisers to ensure they remain motivated and on target, to ensure they have the resources they need and send out when required.
* Manage stock and resources held by the Event and Challenges Department (merchandise, prizes, donated goods, clothing and collection tins etc.) and ensure everything is logged, regularly checked, sent out, signed out or cross charged where appropriate.
* Be in the detail with auction prize spreadsheet to ensure donors / supporters are in contact, that deadlines are not missed and provide good customer service to both.
* Support the management of departmental debtors and ensure the relevant contact chases up any debt.
* General research for events. Research contacts for specific events to sponsor, attend or work with, plus HNW individuals, luxury brands and COTY relationships.
* Ensure all department activity is delivered in line with the ISO9001 process.
* Update content with marketing as and when required for the events and challenges section on the website, reviewing to ensure dates and content for the department are always current.
* Engage in outbound sales to support events as required.
* Once established in role take more of a lead on community level events and challenges.
* Communicate with children, families and all stakeholders in a way that respects their views, autonomy and culture in full compliance with the Equality & Diversity Policy.
* Uphold the principles and practice of customer care and continuous improvement.
* Maintain confidentiality and Data Protection and at all times work in accordance with General Data Protection Regulations 2018.
* Have an awareness of relevant health and safety regulations and legislation, being responsible for your own health and safety and that of anyone else whom your acts and omissions may affect.
* Report any concerns of potential abuse of a service user in line with the Safeguarding Policy and procedures.
* Ensure maintenance and security of physical, financial and information resources.
* Demonstrate commitment to ongoing personal and professional development.
* Keep comprehensive and accurate records in relation to your role and in accordance with policies and procedures.
* Attend training as appropriate to the role, applying knowledge gained to the workplace.
* To work effectively and collaboratively as a member of the team, building and maintaining good working relationships with all internal and external stakeholders.
* Ensure compliance with statutory and non-statutory bodies.
* 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 on occasion in order to fulfil the needs of the post.

**PERSON SPECIFICATION**

**Essential Criteria:**

* Ability to work with a high degree of accuracy.
* Excellent written and verbal communication skills.
* Excellent IT skills.
* Ability to plan and prioritise workloads.
* A positive ‘can-do’ attitude with a flexible approach to work.
* Able to meet the physical requirements of the role after reasonable adjustments have been made for illness or disability.

**Desirable Criteria:**

This Job Description is not exhaustive. The post holder may be required to carry out any other task as deemed appropriate for the level and responsibilities of the post.

**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 **Basic** disclosure 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.

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