
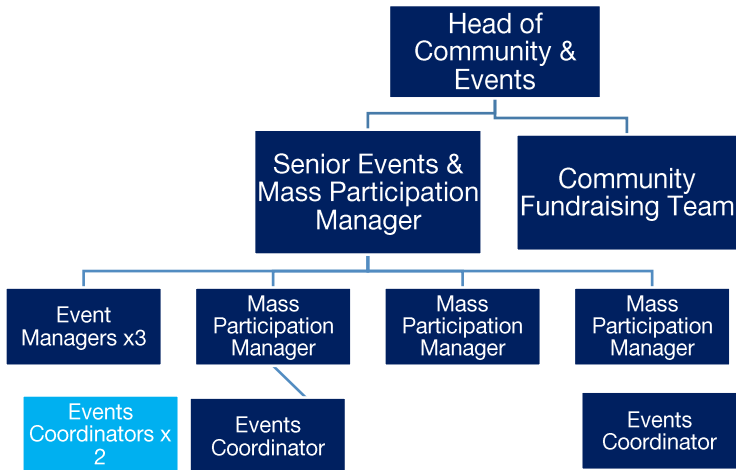


<p>Job Title Fundraising Events Coordinator</p>	<p>Directorate and team This role sits in the Events & Mass Participation team in the Engagement & Fundraising Directorate.</p>  <p>Job and reporting Line</p> 
<p>Key focus of the role To provide professional, timely and effective fundraising, administrative and event management support to the Fundraising Events team, and provide supporter stewardship to maximise income generation. The post holder will also be responsible for management of their own event or discrete projects as well maintaining & optimising all fundraising administrative systems and processes for event supporters.</p>	
<p>Key deliverables</p> <ul style="list-style-type: none"> • Act as first point of contact for all events fundraising enquiries and response is timely, efficient, and delivers an excellent supporter experience which inspires and mobilises long term support • Support Fundraising Events team in the delivery of virtual and face to face fundraising activity • Manage relationships with fulfilment house and overseeing the data and content • Assist with the set up and management of income and expenditure budgets and KPI's, so that progress of our fundraising activity can be monitored and optimised throughout the year • Manage supporter contact information using our database and JustGiving reporting, ensuring information is up-to-date, essential data is captured and recorded and meets organisational guidelines and GDPR regulations. 	
<p>Contractual information</p> <ul style="list-style-type: none"> ▪ Contract type: 4 month fixed-term contract (Jun – Sep) ▪ Hours: 35 (full-time) ▪ Band: 7 	
<p>Key working relationships internal Community & Events team, Strategic Marketing, key stakeholders in the wider Engagement & Fundraising Directorate, Data, IT, Legal, Digital & Finance.</p> <p>Key working relationships external Digital advertising and Creative agencies, fulfilment agencies, event material suppliers, event venues, online giving providers, specifically Blackbaud, colleagues at other charities.</p>	

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Collaborating with colleagues	Managing resources	Communicating with others	Building external relationships
<p>1. Provide excellent support to the Events & Mass Participation team by being our supporters and volunteers first point of contact through email and phone. (S)</p> <p>2. Work effectively with colleagues across the organisation to ensure all responses to queries are timely and accurate</p>	<p>3. Maintain and optimise systems and processes, such as fulfilment, stewardship and on the day activity which support the team to meet income targets (S)</p> <p>4. Ensure accurate supporter records and communications are recorded and maintained in adherence to Data Protection and GDPR, via our database and JustGivings.</p>	<p>5. Effectively project manage your own events and work to key performance indicators. (S)</p> <p>6. Communicate clearly as the first point of contact for all supporters and enquirers, showing an ability to steward and sign post all customers in a way which encourages long term engagement</p> <p>7. Respond to queries via a range of channels, from phone and email to social media moderation</p>	<p>8. Identify opportunities to collect and share supporter stories which bring our events and supporter experiences to life</p> <p>9. Liaise clearly and effectively with external agencies, such as, third party event organisers, fulfilment agencies and online giving companies</p>

Skills, knowledge, experience and behaviours – How you need to do it

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Setting & delivering strategy and objectives	Collaborating with colleagues	Communicating with others	Building external relationships
<p>1. Demonstrate experience of running events, to maximise all income generating opportunities. Including the development of supporter stewardship communications, marketing plans & supporting participants to ensure they enjoy an excellent experience</p> <p>2. Demonstrate a strong commitment to customer care/relationship development, and to team processes.</p> <p>3. Show an ability to manage multiple competing deadlines, organise time effectively, creating work schedules, prioritising workload, and meeting deadlines (S)</p>	<p>4. Demonstrate experience of supporting a busy team with diverse and competing demands (S)</p> <p>5. Attend events where necessary and support the Events & Mass Participation team with managing logistics</p>	<p>6. Effectively communicate with colleagues and customers in a professional manner, demonstrating high standards of written and verbal communication (S)</p> <p>7. Proactively contribute to a positive, high performing working environment by being enthusiastic and willing to learn in this busy team.</p>	<p>8. Understand and always seek to communicate using Diabetes UK's tone of voice in verbal and written communication</p>

Qualifications – Qualifications you need to carry out this role

N/A