

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.



FUNDRAISING EVENTS COORDINATOR

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: Fundraising Events Coordinator

Contract type: 12-month fixed term contract

Hours: 35 hours

Band: 7

Key relationships (internal): Community & Events team, Strategic Marketing, key stakeholders in the wider Engagement & Fundraising Directorate, Data, IT, Legal, Brand & Creative, Digital & Finance. **Key relationships (external):** Fulfilment agencies, event material suppliers, event venues, volunteers, online giving providers, colleagues at other charities.

Key focus of the role: As a Fundraising Events Coordinator you will provide an excellent customer experience to participants taking on fundraising events for Diabetes UK. The Fundraising Events Coordinator will provide professional, timely and engaging support that enhances supporter stewardship and maximises income generation.

You'll be supporting the Fundraising Events Managers, acting as first point of contact for our supporters, providing admin support through telephone, email, and social media channels. You'll build and manage relationships with existing and new supporters. From registration to the end of their supporter journey, you'll help create amazing experiences for our event participants, from the moment they engage with Diabetes UK, building loyalty that lasts beyond event day.

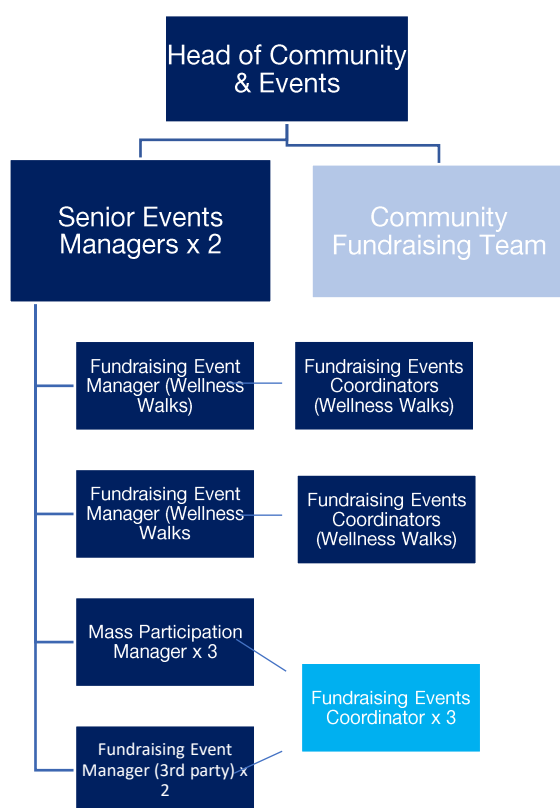
You will work collaboratively across the organisation to deliver events that help us achieve our mission. This is an exciting time to join us as we focus on our commitment to create a world where diabetes can do no harm.

Directorate and team

This role sits in the **Fundraising Events Team** in the **Engagement and Fundraising** directorate.



Job and reporting line



Main responsibilities

- Act as first point of contact for third party and mass-participation event enquiries in a timely and efficient manner
- Deliver an excellent supporter experience which inspires and mobilises long term support
- Support the delivery of events by managing inboxes, overseeing fulfilment, making supporter calls, managing stock, and recruiting volunteers
- Creating engaging content for social media and the website
- Assist with reporting on budgets and fundraising metrics, to monitor the success of our fundraising events throughout their delivery
- Manage supporter information using our database and online giving platforms, ensuring information is up-to-date and essential data is captured and follows GDPR regulations.

Person specification

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)

You will be able to:

- Provide excellent support to fundraisers through clear, timely and professional communication across multiple channels
- Oversee key delivery processes such as fulfilment, reporting and inbox management to ensure the core event experiences is delivered to a high standard
- Work effectively with colleagues across the organisation to ensure we maintain positive working relationships and have support from the wider organisation at our events
- Use fundraising platforms such as JustGiving and Enthuse to monitor event performance and wider trends
- Effectively manage your own projects and work to key performance indicators (KPIs)
- Ensure that accurate supporter records and communications are recorded and maintained in adherence with Data Protection and GDPR

- Create engaging content for social media channels, and provide moderation support within Facebook groups
- Keep the supporter at the heart of what you do, identifying impactful supporter stories that help to bring our events and cause to life

You will have experience:

- Working in a public-facing team, and communicating with a diverse range of supporters or customers
- Providing administrative support to a fast-paced team, with diverse and competing demands
- Using different channels to communicate effectively, including written and verbal communication
- Using tools to manage your own time, and support you to manage multiple projects at any one time
- Working in, volunteering for, or fundraising for a charitable organisation, with knowledge of the nonprofit sector

Diabetes UK is committed to fundraise in a way that is legal, open, honest and respectful and expects all staff and volunteers to share this commitment. We are registered with the Fundraising Regulator and you will be expected to adhere to the Code of Fundraising Practice.

You will have skills in:

- Customer care - Demonstrating a strong commitment to developing relationships and following team processes
- Time Management - Managing multiple competing deadlines, organising time effectively, creating work schedules and prioritising workload
- Reporting – Able to quickly learn about new platforms and systems, and use them effectively to monitor the performance of events
- Communication - Effectively communicating with colleagues, supporters and volunteers in a professional manner, demonstrating high standards of written and verbal communication
- Problem solving – Continuously looking for improvements to our internal processes and ways of working to increase efficiency

You will have knowledge of:

- Customer care – understanding of what makes an excellent customer experience
- Microsoft tools including Word, Powerpoint and Excel
- Communication techniques across verbal and written channels
- Social media engagement, and using different social channels to communicate key messages to supporters
- Events and event delivery – knowledge of event logistics and the key elements of event delivery
- Fundraising – knowledge of the charity sector and different fundraising activities

The best person for this job will be (behaviours):

- Proactive, contributing to a positive and high performing environment by demonstrating enthusiasm and a willingness to learn
- Solution focused, always seeking ways to improve the way we work together as a team and can improve deliver
- Organised, with excellent time-management skills and tools to effectively manage multiple priorities
- Curious, always seeking new information and asking questions that will support development in the role
- Able to travel across the UK to support events throughout the year, including some evenings and weekends

Qualifications/professional membership (if applicable):

N/A

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with the benefits we offer you.



Annual Leave

We want to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected Working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



Pension

We enrol everyone into our pension, and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and Development

We help you to continually develop and achieve your careers goals, including offering a wide range of training, which happens throughout the year.



Gym membership

We have a gym membership discount through our cash healthcare provider. You can use this at a wide variety of gyms around the UK.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

