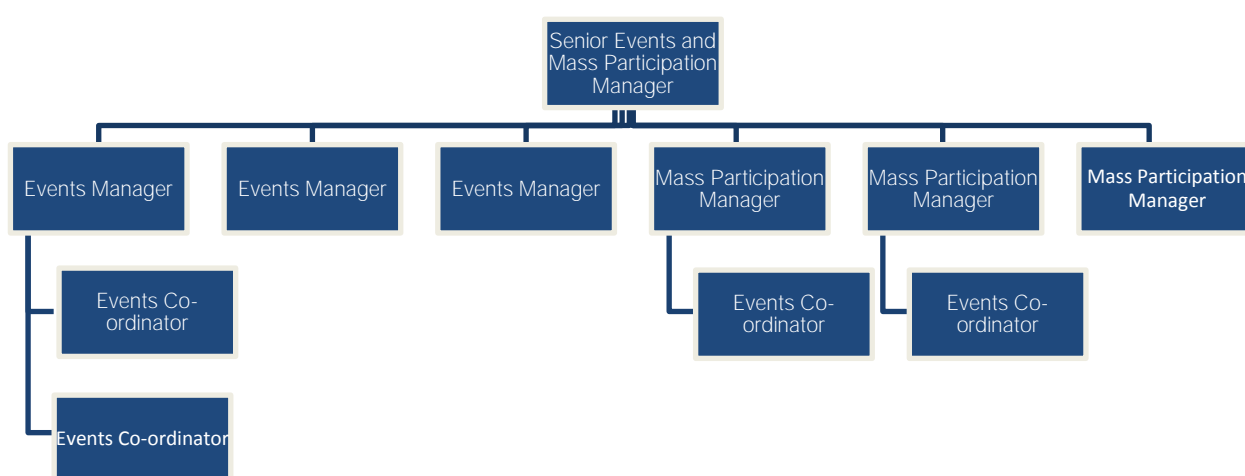


Fundraising Events Coordinator

DIRECTORATE:	Engagement and Fundraising
SECTION:	Community and Events Fundraising Team
REPORTING TO:	Mass Participation Manager
CONTRACT:	Permanent



WORKING RELATIONSHIPS:

Inside Diabetes UK
Community and Events team, corporate, marketing, finance, data team, legal, IT, volunteer development, digital
Outside Diabetes UK
Third party challenge providers, advertising agencies, online fundraising providers, Diabetes UK supporters event suppliers.

OVERALL PURPOSE OF THE JOB

To provide professional, timely and effective fundraising, administrative and event management support to the Fundraising Events & Mass Participation team, and provide supporter stewardship in order to maximise income generation. The post holder will also be responsible for managing and maintaining all fundraising administrative systems and processes for event supporters.

MAIN DUTIES AND RESPONSIBILITIES:

- Act as first point of contact for all events fundraising enquiries and ensure that timely, efficient and effective customer care is provided.
- Provide excellent stewardship and recognition to maximise supporter income.

- Support Mass Participation Managers in the delivery of the events and campaigns they manage.
- Participate in the development of wider Community and Events team fundraising activity, which includes taking responsibility for projects from time to time.

FUNDRAISING SUPPORT

- Proactively use all channels: phone, postal, email and social media to provide the best care for our supporters and volunteers.
- Work with colleagues in regions and nations to offer the an excellent experience for our supporters
- Recruit and manage fundraising and mass participation events team volunteers.
- Support with all aspects of fundraising and mass participation events, to maximise all income generating opportunities. This will include the development of supporter stewardship communications, marketing plans, supporting participants, to meet the requirements of any sponsorship agreement.
- Attend events where necessary and support Mass Participation Managers with managing logistics.

FINANCIAL

- Assist with the set up and management of income and expenditure budgets for events, so that progress of the events can be monitored throughout the year.
- Work closely with the Finance team to ensure income is coded correctly and efficiently for relevant events.

DATABASE

- Manage supporter contact information using our database, CIS, ensuring information is up-to-date, essential data is captured and recorded and database use meets organisational guidelines and GDPR regulations.
- Undertake accurate and timely donation thanking using the database to ensure that communication records are kept.

OVERALL

- Carry out other administrative tasks such as mailings, data inputting, making up and mailing out fundraising packs, distribution of incoming mail and maintenance of filing system for the team.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrate a strong commitment to customer care/relationship development
- Provide examples of a proactive approach to work
- Demonstrate use of initiative in the workplace
- Show willingness to be part of a team and work with others to achieve the end goal
- Demonstrate communication skills and excellent telephone manner
- Evidence sound administration skills
- Show an excellent knowledge of Microsoft Office package

The best person for this job will have experience in:

- A customer based environment receiving inbound and making out bound calls.
- Charity fundraising
- Fundraising challenge events
- Using fundraising databases

The best person for this job will be:

- Enthusiastic
- Willing to work some evenings and weekends
- A level educated or equivalent; degree level or equivalent desirable but not essential