

## Job description

### Community Events Assistant

Based at:	Coeliac UK Head Office, High Wycombe. (Office based role, requiring some travel around UK and occasional weekend working, there is some flexibility for hybrid working.)
Contract Type:	Full time, Permanent
Salary:	Circa £23,000 (GA 6.1), per annum
Line management:	No direct reports
The role:	The Community Events Assistant will play a vital role in supporting the charity to meet our strategic aim to provide support and connection for people affected by coeliac disease when and where needed. You will play a key part in making sure that Coeliac UK's public events whether run by the charity's staff, our volunteers or are participation in a larger event are successful by supporting their planning, management and delivery. This role sits within the Audience Engagement Department and will involve working with teams from across the department and the wider charity. This is an excellent role for an individual looking to start a career in the charity sector or in events management, with or without prior events experience.

### Key responsibilities

Supporting the charity with the administration and planning of events:

- **Event ticketing:** Set up and manage the ticket platform for Coeliac UK and volunteer led events including event emails and tracking links for monitoring marketing success
- **Event promotion:** Coordination of our printed events supplement with our marketing team, agreeing promotion for volunteer events and actioning accordingly, ensuring volunteer events are listed on website.
- **Event logistics:** Support with venue selection, liaison with event organisers, booking of hotels, hire cars and other event logistics ensuring best value for money while maintaining flexibility
- **Event queries:** Answer queries from volunteers, members and the public with professionalism and empathy. Responding to telephone, web and email enquiries.
- **Events Data Management:** Ensure that events bookings are loaded onto CRM from ticketing platform
- **Events Feedback:** Support feedback through event surveys and record information on CRM
- **Event Hardware:** Manage requests and bookings for event hardware. Ensure hardware it is in good condition and packed and stored safely for future events
- **Event Collateral:** Manage printed collateral for events ensuring numbers used at events are know and that supplies are ready for next event. Collate and send out relevant event collateral to volunteers.
- **Event Merchandise:** Liaise with fundraising team to ensure appropriate shop merchandise at any events
- **Event staffing:** Running board of staff and volunteers supporting at events and raising any concerns with numbers etc in good time.

- **Event Set up and Participation:** Set up and represent the charity at events where necessary around the UK – this will require some weekend and out of hours working. And may require an occasional overnight stay.

## Knowledge, skills and experience

- **Customer Care Experience:** Previous experience working on events or with volunteers would be an advantage
- **Organisational Skills:** Ability to plan and prioritize workload effectively.
- **Communication Skills:** Good written and oral communication skills, with the ability to engage confidently with volunteers, staff, other organisations and the public.
- **Interpersonal Skills:** Strong interpersonal abilities to connect with volunteers, suppliers and our community face-to-face, over the phone, and online.
- **Attention to Detail:** High level of accuracy in all tasks, particularly in data entry and communication.
- **Self-Motivation:** Ability to work independently and manage time efficiently.
- **Technical Skills:** Proficient in Microsoft Office (Outlook, Excel, Word). A clean UK driving licence would be an advantage to drive hire vehicle to transport equipment and collateral to events. Experience with databases, ticketing platforms, wordpress and social media would be an advantage.
- **Enthusiastic Team Player:** Willingness to collaborate within a lively and friendly team environment.

## Competencies

<b>1: General profile</b>
Typically a graduate or equivalent once in a contributory role
Does not include new graduates unless they go straight into contributory role
May be working towards relevant professional qualification
Depends on others for instruction, guidance and direction but able to take responsibility for their own work, and use initiative
<b>2: Technical expertise; building &amp; maintaining</b>
Develops skills in basic theories, practices and procedures in one skill area through formal training
<b>2: Technical expertise; applying &amp; anticipating</b>
Able to apply basic knowledge/skills to own work
<b>3: Client/organisation orientation; client response</b>
Responds to standard client requests
<b>3: Client/organisation orientation; organisation understanding</b>
Understands relationships between work processes and the organisation but horizons limited to own team
<b>3: Client/organisation orientation client response; costs</b>
Is aware of costs related to own work
<b>4: Creating &amp; delivering solutions; problem solving</b>
Uses existing, clearly defined procedures to solve routine problems
<b>4: Creating &amp; delivering solutions; planning &amp; organising</b>
Manages own time to deliver against tasks set by others, with a short term horizon
<b>5: Working relationship; communicating, negotiating &amp; influencing</b>
Asks questions, checks for understanding, provides explanation clearly and precisely
<b>5: Working relationship; teamwork, coaching &amp; guiding</b>

Works co-operatively with others to achieve team goals
<b>5: Working relationship; networking</b>
Builds stable and useful working relationships

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of the charity.