

Job description

Job title:	Challenge Events Assistant
Team:	Community Fundraising, Events & Innovation
Location:	Hybrid working – Between office location and home
Hours of work:	37.5 hours
Contract:	Permanent, full time
Benefits include:	33 days (plus eight bank holidays) Pension - 8% contribution Enhanced maternity, paternity, adoption and shared parental leave Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Challenge Events Manager
Direct report/s:	N/A

Background

Today, dementia is the leading cause of death in the UK and there are more than one million people living with this often devastating condition. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected and thrive.

Purpose of job

To play a key role in supporting the events fundraising programme by coordinating the day-to-day activities of the team, including being first point of contact for challenge event supporters and providing administrative support to the whole team. You'll be responsible for responding to enquiries, fulfilling fundraising

materials, acknowledging donations, and providing an exceptional experience to our event supporters via phone, email and in-person on event days.

Key accountabilities and responsibilities

Administrative support

- Be the first point of contact for event fundraising enquiries via phone and email, responding within agreed timescales and ensuring excellent customer service
- Coordinate administrative processes for the team including writing internal briefs, data entry, and updating schedules and projects plans
- To work with the team to ensure systems and processes run efficiently, and update these where necessary
- Maintaining the fundraising database, Raiser's Edge, to ensure all supporter information is accurate and up to date
- Maintaining accurate financial records, including coding expenditure and filing invoices
- Overseeing and recording stock levels of fundraising materials, including organising the replacement of fundraising materials when required

Relationship Management & Development

- Support the team to deliver excellent supporter experiences
- Develop strong working relationships internally to ensure the portfolio is delivered efficiently, particularly with the Database, Marketing and Communications teams
- Develop strong working relationships externally to ensure projects are delivered on time and within budget
- Work with the Database and Supporter Care teams to ensure that supporter data is collected and stored efficiently, so that supporters are thanked appropriately, and post-campaign analysis is comprehensive

Stewarding challenge event supporters

- To be the first point of contact for challenge event supporters – ensuring that they receive responses within agreed timeframes, and always in a warm, friendly, and supportive manner
- To work effectively with the Challenge Event Executives to handover supporters taking part in managed events
- To provide excellent stewardship to challenge event supporters via email, mail, telephone and face-to-face; to motivate, recognise and reward supporters to encourage their long-term support
- To assist with the development of the supporter experience, including helping to improve fundraising resources and gathering case studies

Supporting delivery of third party challenge events

- Support the Challenge Events Executives with the challenge events portfolio, including administrative support, calling supporters ahead of an event, preparing for and attending race day events

General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UKs policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may necessary, as required.

This job description is not exhaustive and is subject to change in accordance with business need.

Person specification

Essential Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Experience of using databases	X	
Experience of building positive relationships, networking and/or customer service	X	
IT literate with intermediate level Microsoft Office 365 applications including Excel, Word, PowerPoint, Teams		X

Desirable Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Experience in an administrative role	X	
Experience of using Raiser's Edge		X
Knowledge of charity and data protection laws		X
Knowledge of the Fundraising Code of Practice		X

Personal attributes		
Criteria	Application	Interview
Excellent organisational and planning skills with the ability to multi-task and prioritise workload	X	
Strong attention to detail		X
Excellent communication skills – in writing, face-to-face and over the phone	X	
Enthusiastic, energetic and adaptable, with a 'can do' attitude	X	
Innovative and creative thinker		X
Able to work effectively as part of a team		X
Commitment to achieving KPIs and financial targets		X
Ability to work under pressure	X	
Willingness to travel with occasional evening and weekend work		X

Our values

Collaboration
Compassion
Ambition
Integrity