

Senior Special Events Officer Job Description

Job title:	Senior Special Events Officer
Hours:	35 hours per week (part-time hours /flexible working considered)
Location:	Head Office – 28-30 Worship Street, London, EC2A
Reports to:	Head of Fundraising – Community and Events

Role purpose:

To support the Events and Celebrity Engagement Manager in developing the charity's special events programme, to achieve set income targets, raise awareness of the charity and cultivate relationships.

Key tasks and responsibilities:

Special Events

- Assist the Events and Celebrity Engagement Manager with the successful planning and delivery of our special events, including the 40th Anniversary Awards evening, Christmas Carol Service, and Ruby Gala Dinner.
- To take responsibility for the operational management and delivery of agreed special events, to build long-term supporter relationships and to ensure the success of events meeting income targets and keeping within expenditure budgets.
- To collaborate with other teams such as Major Donors, Communications and Marketing, Corporate Partnerships and Community.
- Monitor income and expenditure for allocated events, ensuring accuracy and keeping on top of any significant variances.
- Work collaboratively with the Communications and Marketing Team to ensure that the special events programme is appropriately marketed across social media, press, e-marketing and print.
- Research and secure fundraising prizes from individuals and companies, for events including our live auction, silent auction and raffle, and build relationships with prize donors to secure ongoing support.
- Keep accurate records of all prizes including vouchers, logos, terms and conditions, and manage the central prize spreadsheet.
- Alongside the Events and Celebrity Engagement Manager, recruit and manage event volunteers. Provide a thorough briefing for them, both written and in person, and act as their main contact during an event.
- Support with research and approaches to new celebrities for events across the programme and take responsibility for the on-going communications with some celebrities where directed.

- Brief and lead on relationships with external suppliers, including auction technology provider, caterers, production and AV, and entertainers and photographers, ensuring all suppliers work to agreed terms and conditions.
- Lead on the day support at all special events including set-up, delivery and breakdown.
- Update the database / central spreadsheets with information in relation to event activities e.g. guest replies, payment status and dietary requirements.
- Attend committee meetings, take minutes and liaise with committee members.
- Provide efficient event administration to include sending confirmation details, ensuring each event is adequately resourced, and post-event administration.
- Regularly check the special events inbox to respond promptly to special event enquiries, by email, phone and letter, re-directing enquiries to the wider team where necessary.

Person specification

		Essential	Desirable
Experience	Experience of project managing a portfolio of special events	✓	
	Understanding of budget management and maintaining accurate income and expenditure records	✓	
	Experience of managing a varied workload, simultaneously planning and organising a number of projects to set timescales	✓	
	Proven track record of establishing relationships with a range of stakeholders, including high value stakeholders such as major donors	✓	
	Experience of working with celebrities		✓
	Experience of working well using own initiative and cooperatively as a team	✓	
	Experience of using a customer relationship management (CRM) database		✓

	Understanding of charity fundraising regulations and data protection legislation		✓
Skills, abilities and personal attributes	Thorough understanding of event processes and procedures	✓	
	Able to proactively plan and organise projects seeing them through to a successful conclusion	✓	
	Able to prioritise workload and manage own time effectively to meet deadlines	✓	
	Excellent attention to detail and commitment to high standards in all areas of work	✓	
	Excellent interpersonal skills and ability to communicate clearly, assertively and sensitively, working with a wide range of people at all levels both in writing and verbally	✓	
	Ability to tailor communications appropriately to target audiences across different media (postal mailings, e-communications and social networking sites)	✓	
	Strong team player, collaborative, with the ability to also work independently	✓	
	Ability to recognise when to take the initiative and when to refer to line manager	✓	
Knowledge	Knowledge of Microsoft Office software is essential Including Word, Excel, Outlook and PowerPoint	✓	
Education/ training	Good literacy and numeracy sufficient to put together high quality documents and presentations	✓	
Other requirements	Commitment to working within the principles of equal opportunities	✓	
	Commitment to the charity's mission and values	✓	

	Commitment to working outside of normal office hours, at weekends and away from home when the job requires this	✓	
--	-----------------------------------------------------------------------------------------------------------------	---	--