



CHALLENGE EVENTS ASSISTANT JOB DESCRIPTION

Job Title:	Challenge Events Assistant
Department	Community Fundraising, Events & Innovation
Location:	Hybrid with at least one day a week in Head Office (Aldgate, London)
Hours of Work:	37.5 hours (Monday to Friday with some out of hours work) Flexible working available
Contract:	Permanent, full-time
Salary:	c£26,780 pa (subject to experience)
Annual Leave:	33 days (excluding 8 bank holidays)
Other Benefits:	Pension - 8% Contribution Season ticket loan
Reporting to:	Senior Challenge Events Manager
Direct Report:	None
Relationships:	Internal: Innovation, Events & Community, Database & Supporter Care, Individual Giving, Philanthropy & Partnerships, Marketing & Communications, Finance, Operations External: Marketing and digital agencies, designers, copywriters, printers, online giving platforms.

Background

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

Dementia UK provides life-changing 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.

Dementia UK has seen significant income growth over the past five years, and we have ambitious plans to maintain this growth so we can significantly increase the number of Admiral Nurses, and the specialist support they provide.



Challenge Events Fundraising is playing an integral part of this growth as a key income stream for the charity. Therefore it is vital that there is administrative support in place to ensure all supporters received the best possible supporter experience whilst fundraising for Dementia UK.

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

Compliance

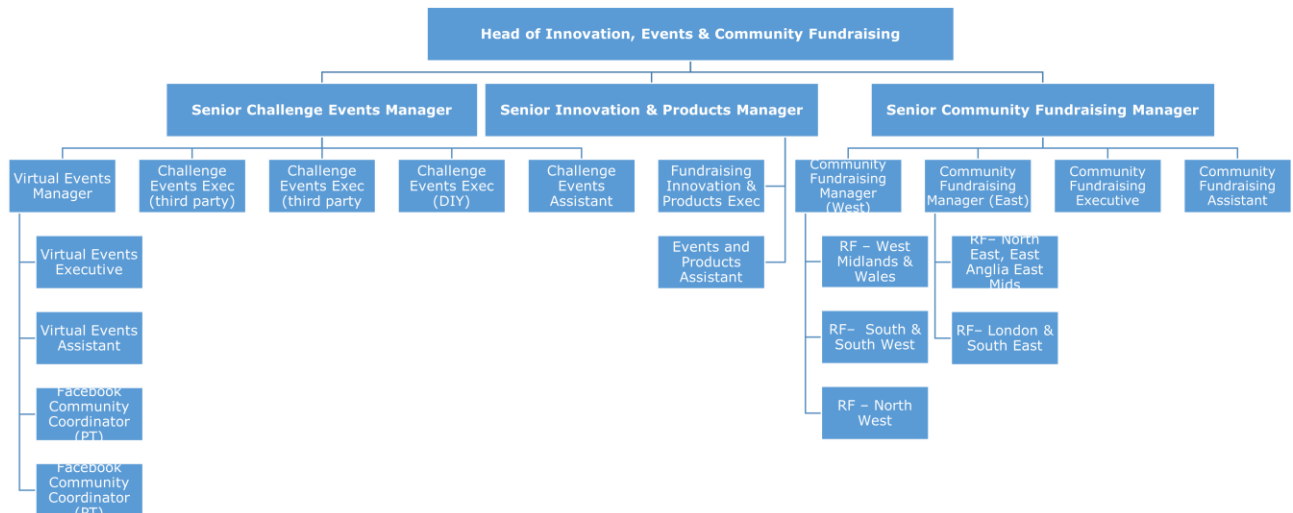
- Work at all times in compliance with the Fundraising Regulator's Code of Practice, Data Protection Legislation, all other relevant regulations, and Dementia UK policy
- Maintain effective relationships with agencies and suppliers and report on their adherence to compliance and best practice

Additional general responsibility

All staff should actively promote the core Values of Dementia UK whilst working towards achieving the strategic objectives of the Charity, focusing on the impact of the departmental Operational Plan. Supporting the management team to ensure that Dementia UK fulfils its obligations for the Health, Safety and Security of all employees and relevant stakeholders including Volunteers. Represent Dementia UK in relevant charity sector initiatives and ensure that the Charity continues to learn from and share information with internal and external stakeholders as appropriate. Promoting equality of opportunity, diversity, and inclusiveness to ensure that the delivery of people management, policies, and systems through all aspects of the Charity are fair, transparent, and consistent, without prejudice or discrimination to all internal and external stakeholders.

This is not a contractual document and is subject to variation from time to time as circumstances dictate. This job description summarises the main duties and responsibilities of the post and is not a full and exhaustive list of tasks. All Dementia UK staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

TEAM STRUCTURE



PERSON SPECIFICATION

The skills, abilities, experience, and knowledge outlined below provide a summary of what is required to carry out this job effectively; together with the selection criteria required to demonstrate competency to carry out the role.

Qualifications Skills and Experience

Essential

- Experience of using databases
- Experience of building positive relationships, networking and/or customer service
- IT literate with intermediate level Microsoft Office 365 applications including Excel, Word, PowerPoint, Teams

Desirable

- Experience in an administrative role
- Experience of using Raiser's Edge
- Knowledge of charity and data protection laws
- Knowledge of the Fundraising Code of Practice

Personal Attributes



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