



Operations, Support and Events Coordinator (Maternity Leave cover)

Reports to:

Chair of Pepper Foundation for delivery of objectives with a secondary report into the Trustees for day to day activities

Liases with: Internal:

Chair and Trustees of Pepper, Fundraising group, Community Engagement & Corporate Lead, Digital Comms Lead, Trust Fundraiser, Volunteers and Children's Hospice at Home Nursing.

External:

Pepper supporters including Patrons, Fundraising Groups, Corporates, Media, Patient Families

Location: Tring. Hertfordshire

Hours: Fixed term contract, Part time, 20 hours a week 5 days but some flexibility will be required to attend evening and weekend events and meetings

Role overview - The main objectives of the role are:

- To ensure smooth running of the charity through the effective organisation and maintenance of its admin operation
- To enhance the charity's reputation through effective marketing and communication to current and potential donors and supporters via website, newsletter etc
- To take the lead in planning and organising key events in the fundraising calendar
- To deliver engaging family events programme

Trustees support

- Prepare all materials for Trustee and Fundraising Group meetings, attend meetings, take minutes and follow up actions
- Source and book required resources for Trustees i.e. meeting room booking, information gathering
- Manage arrangements for the AGM in conjunction with Chair & Company Secretary ensuring that the deadlines for AGM process and documentation are achieved. Support the production of the AGM presentations.

- Liaise with the Head of Children's Services and inform Trustees of any requests for support for families. Liaise with the Rennie Grove Children's Hospice Team to coordinate case studies, content for online presence and ad hoc projects.
- Manage requests for Trustees to speak at events, sourcing appropriate support

Administration

- Process ad hoc cheques and cash donation ensuring timely and accurate banking of funds
- Produce summary financial reports on contributions and cash flow
- Manage invoice process for services/goods purchased/sold
- Manage process for selling merchandise and tickets via external ticket provider
- Responsible for managing the process for DBS (Disclosure & Barring Service) for staff, volunteers and Trustees in accordance with the Safeguarding Policy.
- Responsible for managing the process for Safeguarding training for new staff members

Event Management

- Responsible for the planning and delivery of key external fundraising events e.g. Pepper Ball, Tring Carnival and Golf Days.
- Take a key role in selling the tickets for the Pepper Show, setting up and maintaining the ticket site and answering queries.
- Make recommendations to the Fundraising Group on actions required to ensure success of events, delegating tasks as necessary
- Maintain P&L records on events held for review and future planning purposes
- Ensure that a risk assessment for all Pepper events is carried out
- Ensure that appropriate resources are in place for events including volunteer support
- Deliver community events with Community Engagement and Corporate Lead
- Deliver sponsorship packages in conjunction with Community Engagement and Corporate Lead

Communication

- Manage day to day communications on behalf of the charity – handle incoming post and emails and general enquiries
- Prioritise and escalate arising matters to relevant Trustees as required
- Work with the fundraisers to promote the charity and its activities through social media channels
- Support the development of marketing materials as required – event posters/flyers/leaflets/cards
- Gather material for periodic e-newsletter, produce and distribute
- Build and maintain positive and productive long-term relationships
- Attend Communications Group meetings and deliver actions accordingly

- Liaise with Digital Comms Lead on developing social media plan. Coordinating patient content with the Rennie Grove Children's Hospice at Home Team ensuring permissions are sought from families.

Manage resources

- Manage database of volunteers ensuring volunteer policy is adhered to
- In conjunction with volunteer coordinator, gather volunteer support for events
- Manage on and offsite storage of Pepper resources including promotional materials and merchandise, ordering and top up supplies as required
- Manage office based volunteers

Family Support

- Design and implement engaging family event programme with Rennie Grove Children's Hospice team
- Manage registrations and ensure risk assessment is produced for each event
- Conduct annual feedback survey
- Manage gift collections and distribution for the families during Easter and Christmas celebrations

SD/PD July 2021

Maternity Leave cover

PERSON SPECIFICATION – Operations Support & Events Co-ordinator

	Essential	Desirable
Education, Training & Qualifications		
Degree Level		Y
Fundraising and/or Management Qualification		Y
Experience		
Managing operations/admin function	Y	
Marketing and promotions		Y
Database maintenance and profiling	Y	
Building strong and effective working relationships	Y	
Success as part of a team achieving demanding goals	Y	
Experience in talking to press and media		Y
Experience of managing volunteers and/or working effectively with volunteers		Y
Maintaining financial records	Y	
Knowledge & Skills		
IT literate (e.g. Word, Excel, Outlook, databases)	Y	
Excellent written and verbal communication skills	Y	
Budgets and Financial Planning	Y	
Motivational skills	Y	
Presentation skills and confident in public speaking		Y
Excellent judgement and good decision making skills	Y	
Outstanding planning, organisational and implementation skills	Y	
Ability to build relationships with a diverse range of people	Y	
Personal Qualities / Other		
Commitment to Pepper mission and aims	Y	
Good team member and ability to work autonomously	Y	
Excellent interpersonal skills	Y	
Drive and enthusiasm	Y	
Flexible and adaptable to a variety of tasks	Y	
Ability to prioritise effectively	Y	
Uses initiative	Y	
Ability to maintain confidentiality	Y	
Car owner and driver, clean license	Y	
Flexibility to attend occasional evening and weekend events	Y	