

WHAT'S THE ROLE?

EVENTS AND COMMUNITY FUNDRAISING COORDINATOR

Part of the wider Events and Community Fundraising team, this role is pivotal to our organisational strategy in 2024 and beyond. Our Coordinators help generate income for the charity by providing admin support for our portfolio of events. Areas in our portfolio include Virtual Products; Community Fundraising; Bespoke and Third-party sporting events and wider DIY activity.

This role provides the opportunity to work with our supporters. You'll work on various organisation and supporter led events. You'll assist our event participants, support enquiries, and provide wider supporter care. Our Coordinators collaborate across teams and support in key areas that feed into our fundraising vision.

AS PART OF YOUR ROLE YOU'LL...

- Be the first point of contact for customer enquiries via phone, email and social media, look after event registration processes and respond to supporters in a timely manner
- Provide excellent customer experience and build relationships with participants, whilst offering motivation and fundraising advice
- Thank supporter donations and maintain accurate reports of income from JustGiving and Facebook Fundraising
- Ordering fundraising materials and working with our eCommerce team to ensure stock levels are maintained
- Liaise closely with key internal teams (i.e. Marketing Comms, PR and Media) and pass on case studies that may be of interest to the charity
- Support with project planning and scoping new opportunity
- To report regularly, as required, to the Fundraising Manager on progress against objectives
- Support the cross function during busy periods in our calendar of events
- On occasions during key periods, to attend fundraising events out of office hours in evenings and at weekends
- Maintain high quality data, making sure information is gathered and recorded in line with the requirements of the General Data Protection Regulation, ICO and Prostate Cancer UK Data Protection Policy.

WHO YOU ARE

- Excellent communication skills via telephone, email, and Digital platforms
- Strong eye for detail
- Experience of using a database to maintain accurate records and reporting on results

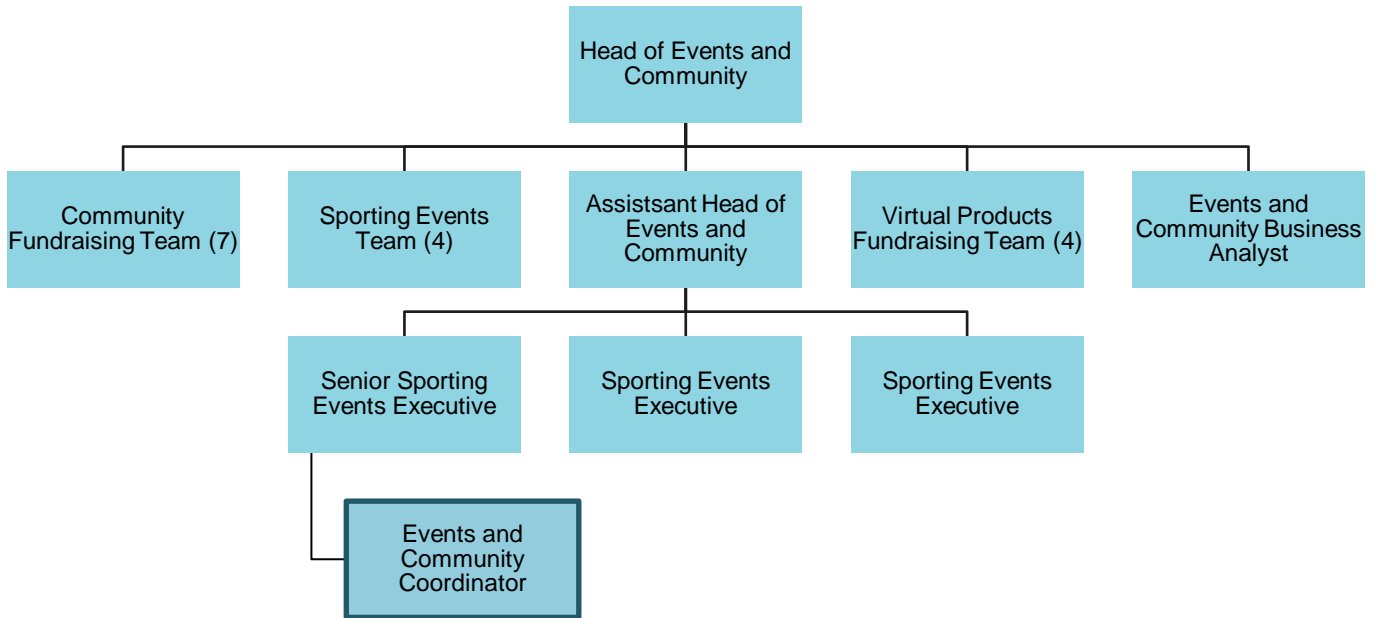
- Excellent organisational skills to support complex activity streams – using own initiative when required and able to manage multiple and competing priorities and deliver in a fast-paced environment
- Experienced at coordinating activity between teams to support effective working across the whole organisation
- Proven ability to maintain confidentiality and act with discretion when handling sensitive and confidential information
- Proven analytical skills
- Confident using social media platforms
- Experience stewarding supporters through fundraising events
- Experience of working across busy teams
- Experience of working in the charity sector
- An interest in sporting events such as cycling and running
- Experience of working in a customer focused environment
- Understanding of charity and fundraising law
- Actively supports our commitment to equity, diversity, inclusion and allyship.

YOUR ROLE: THE NUTS AND BOLTS

Your line manager:	Senior Sporting Events Executive
Pay Band:	Band 2A - Coordinator
Contract:	Permanent
Hours:	Full time; 37.5 hours per week - We're happy to consider requests for flexible and part-time working on hiring.
Location:	Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office one day per week and we may need you to come in for specific meetings.

Whilst we mainly operate via core hours throughout the week, Monday to Friday, there is a requirement for some flexibility around occasional evening and weekend work to provide administrative support when events are running, for example, responding quickly to emails and comments from our supporters on Facebook about their experiences, as well as an expectation to support at some in person events such as Golf Days, the London Marathon or our owned events.

WHERE DOES MY ROLE FIT IN THE ORGANISATION?

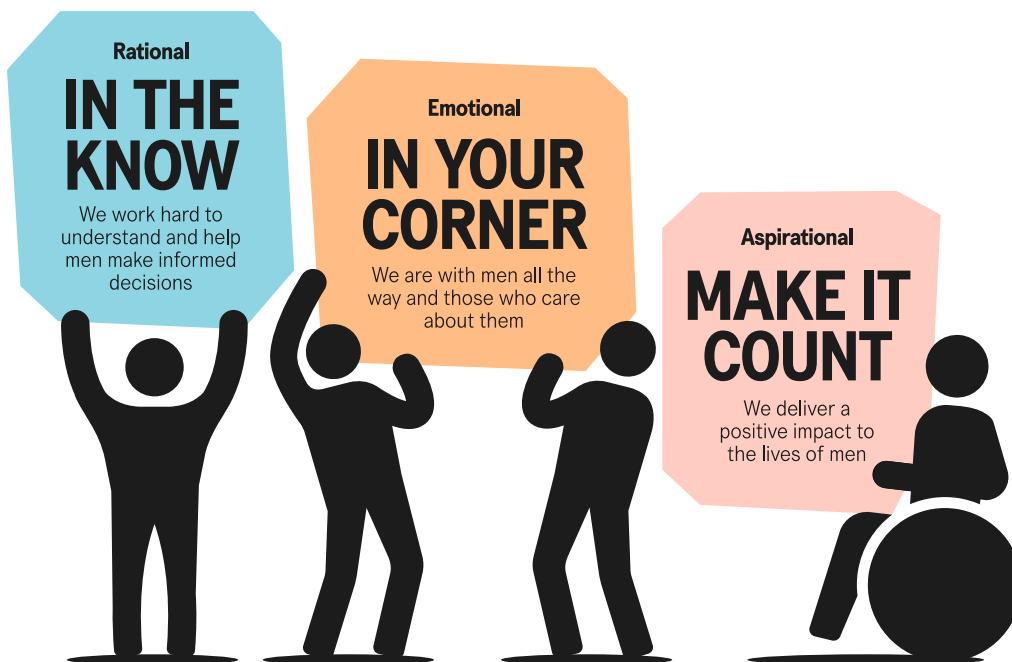


OUR CULTURE

VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

OUR VALUES



OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
GENEROUS WITH KNOWLEDGE Switched on and well-connected, we share our expertise and make informed decisions.	GOT YOUR BACK Unembarrassed and reassuring, we listen, understand and stand up for those in need.	DO WHAT MATTERS Impossible to ignore, we focus on what matters to drive results and maximise our impact.
NATURALLY CURIOUS Constantly learning and hungry for knowledge, we challenge and push for answers.	OPEN TO ALL Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	NEVER SETTLE Fired up and determined to make a difference in everything we do – and driven to give our best.

HOW TO APPLY

To complete your application, you will be asked to upload your CV and complete the supporting information section through our application portal. Please fill in parts one and two of our application for your personal statement, both have an 8000-character limit. You may wish to use a method such as the '[STAR](#)' technique or similar. When completing the statements please ensure you clearly provide a full and relevant example of how the criteria apply.

PART ONE

Please address the core/essential skills, experience and competencies required using real examples where possible and tell us in what ways you are a good match for the role.

This provides you with a great opportunity to showcase your knowledge, skills and experiences with the most important aspects of this role which will be used in reviewing and shortlisting applications:

- Excellent communication skills via telephone, email, and Digital platforms
- Strong eye for detail
- Experience of using a database to maintain accurate records and reporting on results
- Excellent organisational skills to support complex activity streams – using own initiative when required and able to manage multiple and competing priorities and deliver in a fast-paced environment
- Experienced at coordinating activity between teams to support effective working across the whole organisation
- Proven ability to maintain confidentiality and act with discretion when handling sensitive and confidential information

PART TWO:

Please provide us with any further supporting information that you feel will benefit your application. You may want to reference the values and behaviours sections.

This provides you with a great opportunity to further support your application, showcase your understanding of the role and how you feel you will be able to contribute to the success of Prostate Cancer UK.

Apply via our [jobs page](#). If you require any adjustments or assistance, please email hr@prostatecanceruk.org

We look forward to receiving your application!