

# 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.

### IN THIS ROLE YOU'LL...

- Be the first point of contact for customer enquiries via phone, email and social media, whilst responding to them 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
- Maintain high quality data on The Raiser's Edge database through daily data input, in accordance with GDPR
- 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

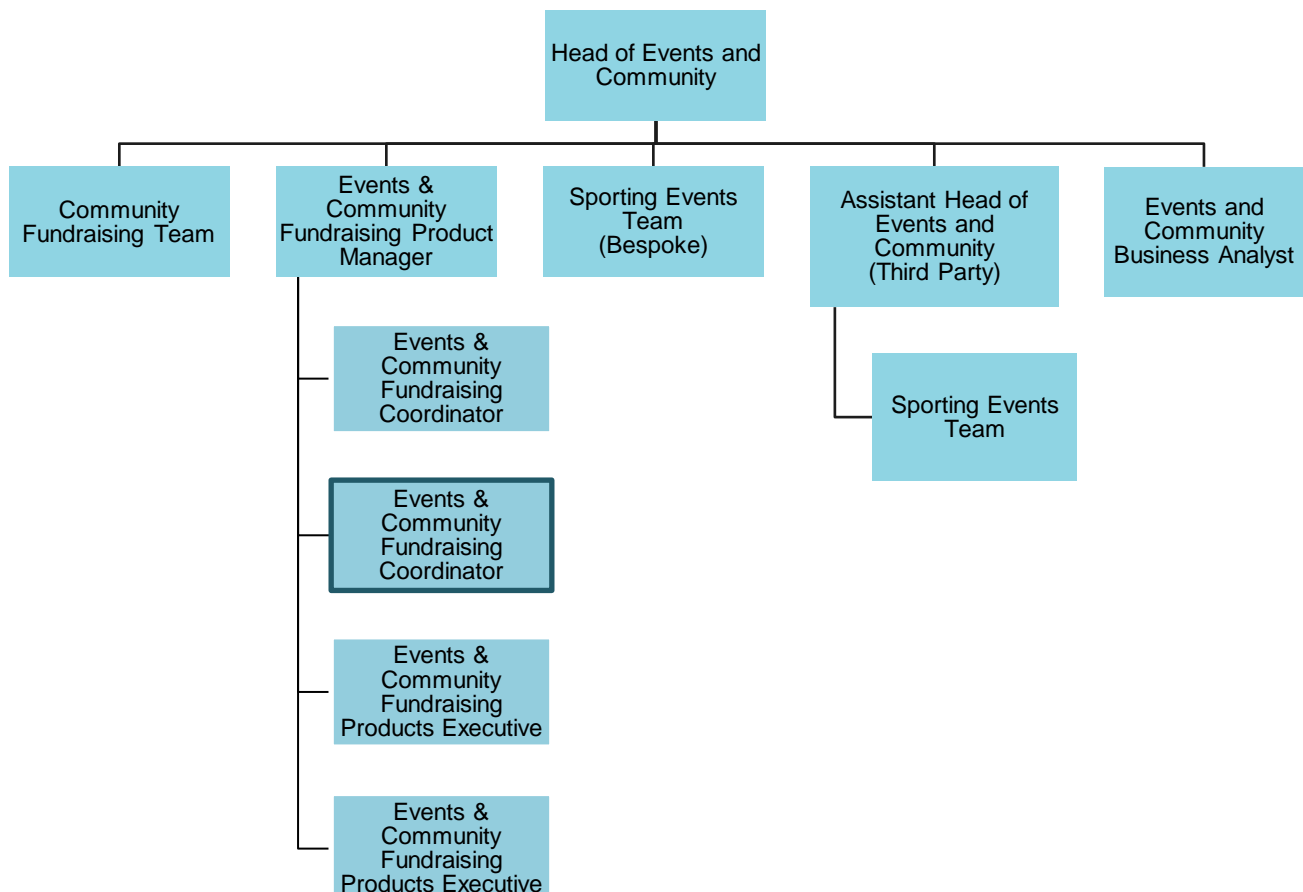
- Excellent communication skills via telephone, email, and digital platforms
- Strong eye for detail
- Experience of using a database to maintain accurate records and reporting on results
- Excellent organisational skills to support complex activity streams – using own initiative when required and able 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:** Events and Community Fundraising Product Manager
- Job level:** Band 2 - 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.

## WHERE DOES MY ROLE FIT IN THE ORGANISATION?

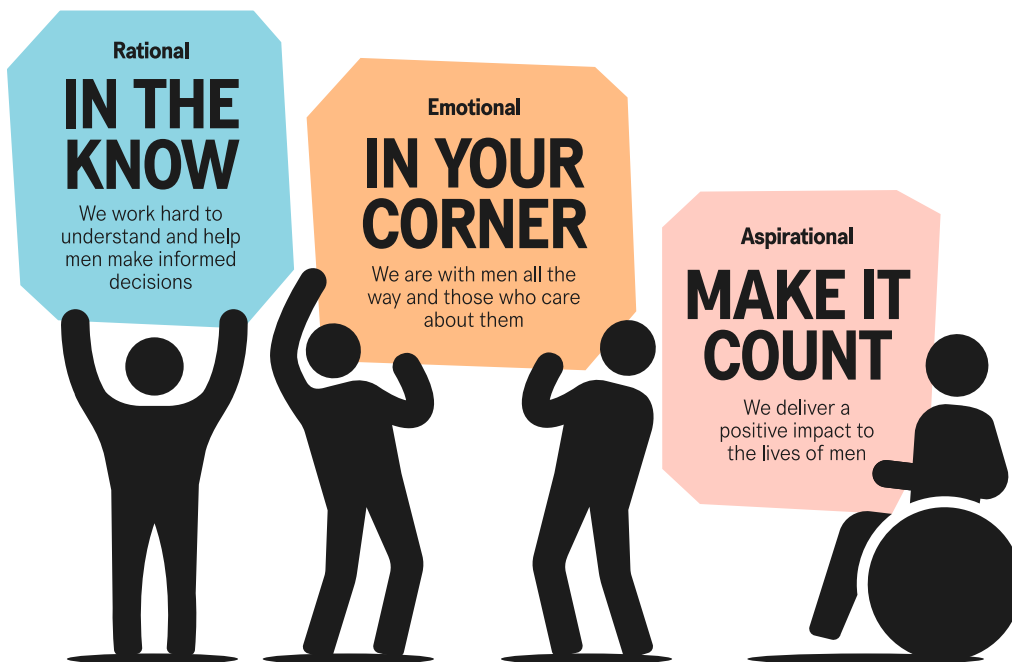


# OUR CULTURE

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