

Communications and Events Assistant

Reports to:	Membership and Events Coordinator
Salary:	£26,000 FTE (actual salary £15,600)
Hours:	22.5 hours/3 days per week, ideally worked Tuesday to Thursday but can be flexible
Holidays:	Full-time staff are entitled to 25 days' paid leave, plus public holidays during each completed leave year (pro rata for part-time/temporary staff)
Location:	Flexible. Currently the team works between their homes and our friendly co-working office space with lots of other charities near London Bridge
Duration:	November 2024 to May 2025 (6 months)

The Association of Chairs (AoC) is looking to offer a 6-month, 3-day a week role, ideally suited to someone looking for a first job or to gain experience in the charity sector. The role will be an opportunity to learn about all the different aspects of running a small non-profit organisation, from putting on events and evaluating their impact, to producing a range of engaging communications and marketing our services to our members.

You will work as part of a friendly, small team, and full training will be provided on using AoC's digital platforms and other aspects of the role as needed.

We're looking for someone who is keen to learn and thrives on variety and being hands-on. You will need to be available to start around mid-late November and to work 3 days a week.

About the Association of Chairs

The Association of Chairs (AoC) champions chairs of charities and non-profits across the UK and supports them to lead their boards and govern their organisations effectively. We offer a unique peer network, a lively programme of specialist training and events, and a variety of digital resources. We have an established membership base and a growing number of newsletter subscribers and followers on social media.

About the role

AoC is in an exciting period of growth and change. We have recently launched our new 3-year strategy which will see us expand our membership community and offer a wider range of products, services and member benefits to chairs of charities and non-profits across the UK. We are completing a brand refresh and are about to start work on a new website connected to a member portal and CRM.

Tasks

To assist with all aspects of AoC's events and communications for its 1,000-plus members:

Events

- Support the administration of our core training programme by updating events listings on our website, processing bookings, communicating with delegates and trainers before and after the event, and preparing and sending out materials.
- Attend both online and in-person events, supporting with Zoom functions, training room set-up and logistics as required.
- Set up evaluation surveys for event feedback using Survey Monkey, collate and analyse responses.

Communications

- Maintain our Mailchimp mailing lists and support their integration to our new CRM.
- Help with producing marketing materials and other communications to support our events and membership offer.
- Monitor our social media and other channels for outcomes and produce monthly stats.
- Be the first point of contact for enquiries from members and others via our website and email, developing our FAQs and signposting to other sources of information as appropriate.
- Assist with content and data migration to our new website and CRM.
- Assist with reporting to funders, partners and the board by producing data and summary information.

Other

- General admin tasks as needed e.g. booking meeting rooms, scheduling, assisting CEO and chair in ad hoc activities.
- Work to promote Association of Chairs' policies on equity, diversity and inclusion and to ensure the health, safety and welfare of the post-holder, colleagues, members and visitors.
- Other such duties as shall reasonably be required as part of a small, collaborative staff team.

Who we're looking for

	Essential	Desirable
Knowledge and experience	<ul style="list-style-type: none">• Familiarity with the principles and practice of good customer service• Experience of using digital platforms ideally for events or training• Experienced user of social media	<ul style="list-style-type: none">• Experience of coordinating the delivery of events and/or training

		<ul style="list-style-type: none"> • Experience of working with databases and analysing data
Skills and abilities	<ul style="list-style-type: none"> • Good communication skills in writing and verbally • Able to work flexibly and remotely, juggling different priorities • Organised, with excellent attention to detail 	<ul style="list-style-type: none"> • Ability to use Microsoft 365, Mailchimp, Zoom, SurveyMonkey and our WordPress website (training can be given if needed)
Personal attributes and interests	<ul style="list-style-type: none"> • A keen problem solver with a 'can do' attitude • Curious and open to learn new tasks/ systems • Enjoys working in a small team • Committed to equity, diversity and inclusion • Willing to work outside of normal working hours on occasional basis for events (generally early evenings) 	<ul style="list-style-type: none"> • An interest in charity leadership and governance and supporting the sector to be more effective