

Community Events Executive



The role reports to: **Community and Events Manager**

The contract is: **Permanent**

Grade: **5**

The hours are: **37.5 hrs per week**

Location: Our head office is at St Barnabas House. You will have a base location at one of our offices (Chestnut Tree House/Martlets/St Barnabas House). This is a Group role with regular travel between sites required. How, when and where you work will be agreed with your line-manager balancing the needs of Southern Hospice Group, the team and you.

Job purpose

The Community Events Executive will support the delivery of a high-quality programme of hospice-led fundraising events across Southern Hospice Group.

Working as part of the Community and Events team, you will coordinate and deliver events that raise vital income, increase awareness of the hospices and provide meaningful opportunities for supporters to engage with the charity.

This role will support the planning and delivery of hospice-owned events, ensuring they are well organised, safe and provide an excellent experience for participants, volunteers and supporters. The role will also contribute to the planning and delivery of hospice-wide in memory events, working collaboratively with colleagues across the organisation through cross-departmental working groups.

This role requires strong organisational skills, attention to detail and the ability to work collaboratively with colleagues, volunteers, suppliers and supporters.

Internal relationships

Internal colleagues and teams across the Group.

External relationships

- Event participants and supporters
- Event suppliers, venues and delivery partners
- Volunteers supporting events fundraising activity
- Community groups and local partners
- Event sponsors

Key duties and responsibilities

Event delivery:

- Support the planning and delivery of hospice-led fundraising events, ensuring they are delivered safely, efficiently and to a high standard.
- Coordinate event logistics including venues, suppliers, equipment, materials and event day requirements.
- Assist in preparing event plans and timelines, ensuring key tasks and deadlines are met.
- Support the smooth delivery of events on the day, helping to coordinate staff, volunteers and suppliers as required.
- Ensure event documentation such as risk assessments and operational plans are completed in line with organisational processes.

Supporter experience:

- Provide excellent stewardship to event participants and supporters, ensuring they feel valued and engaged with the hospices.
- Respond to supporter enquiries relating to events in a timely and professional manner.
- Help maintain accurate supporter records on internal systems in line with data protection policies.
- Support the delivery of participant communications and event updates.

Marketing and Promotion:

- Work with the Community and Events Manager and Marketing team to support the promotion of events.
- Assist in delivering marketing activity including participant communications, social media content and event materials.
- Ensure event information is accurate and up to date across relevant channels.

Monitoring and Administration:

- Maintain accurate records of event participation and income.
- Assist with monitoring event income and expenditure.
- Support the completion of post-event evaluations and reporting.
- Ensure key learning and feedback from events is captured to inform future activity.

Team working:

- Work collaboratively with colleagues across the fundraising and wider hospice teams to support event delivery.

- Represent the Community and Events team on cross-organisational working groups relating to hospice-wide in-memory and remembrance events, contributing to planning, coordination and delivery.
- Support the operational delivery of in-memory events in collaboration with colleagues across clinical, marketing and fundraising teams.
- Represent the hospices professionally when engaging with supporters, volunteers, suppliers and community partners.
- Provide general administrative support to the Community and Events team where required.

Flexibility

This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other employees within the team, as appropriate.

Person specification

What you'll bring:

	Essential criteria	Assessment method
Education/ Qualifications	• A good standard of general education to A level or equivalent and/or qualified by experience	Application Certificates
Experience	• Experience supporting the planning or delivery of events. • Experience managing multiple tasks and meeting deadlines in a busy environment. • Experience providing excellent customer or supporter service. • Experience of working collaboratively with colleagues or volunteers. • Experience in the charity or fundraising sector would be an advantage but is not essential.	Application Interview References

Knowledge, skills and abilities	• Strong organisational and time management skills. • Excellent communication and interpersonal skills. • Ability to work effectively as part of a team. • Good attention to detail and ability to manage administrative processes. • Ability to remain calm and flexible when supporting live events. • A positive, proactive and solutions-focused approach to work.	Application Interview References
Personal attributes and values	• Willingness to work occasional evenings and weekends to support event delivery • Positive, collaborative and solutions focused. • Passionate about the work of the hospices.	Application Interview
Other	• Standard DBS • A valid UK driving licence and use of own car. • Willingness to travel between sites as required	Application Recruitment checks

Other duties

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

Assistance

The hospices have the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of health and safety.

Confidentiality

You should be aware of the confidential nature of the hospice environment and/or your role. Any matters of a confidential nature relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

Data protection

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

Health and safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions, and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

Infection control

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the hospices' Infection Prevention and Control Policies.

Safeguarding

At Southern Hospice Group, we are committed to safeguarding and consider that it is everyone's responsibility. Most colleagues are considered to be People in a Position of Trust. This is because you are employed in a position where you may have direct or indirect access to children, vulnerable adults or information in relation to those persons. All staff and volunteers are required to be aware of and adhere to Group safeguarding policies and attend the appropriate training as and when necessary.

Travel

The organisation has offices in Arundel, Hove and Worthing and you will have a base location at one of these. Where it is a requirement of the role to work across our different offices, it is anticipated that you are likely to spend up to two days a week working at one or more of these locations, as required.

Vision and values

Our vision is to ensure that anyone facing a life limiting illness should receive the care and support they deserve. Our values are that we are *Caring, Connected* and *Courageous*.

Job description

This job description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the hospices.