

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Events Coordinator	PAY BAND:
FUNCTION:	Fundraising, Brand & Marketing	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Brand & Marketing team delivers the Brand & Marketing activity across The King's Trust and the Individual Giving, Legacy, and Events income streams	









WHERE YOU WILL FIT

Director of Brand & Marketing	Senior Head of Individual Supporters and Events	Head of Mass Events	Events Manager	Events Coordinator
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You will play a supporting role in the delivery and management of the King's Trust events across the UK. Supporting the growth of unrestricted and sustainable income through an extensive events portfolio will allow the Trust to continue to support young people and give them the chance to succeed.

WHAT WILL YOU DO?

-  Work with the Events Team in delivering a range of events by providing administrative support across the team
-  Manage the event inboxes; respond to event enquires in a professional and timely manner, making referrals to other members of the team where appropriate
-  Assist the team with supporter stewardship; building relationships with event participants and providing them the resources they need to fundraise for the Trust
-  Support with financial processes including processing invoices and donations, and ensure the correct coding is provided
-  Help maintain the fundraising database (Raiser's Edge) across the Events Team, ensuring data is recorded accurately and in line with GDPR regulation
-  Assist with the delivery of events including preparation of equipment and on the day support
-  Responsibility for actively contributing to an equitable, diverse, and inclusive workplace
-  Any other duties within competence as required

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
A good understanding of the principles of excellent customer service or supporter care.	You will be communicating with supporters, stakeholders, and suppliers on a daily basis.
Excellent standard of written English, and good oral communication skills.	You will communicate via various different methods including email, telephone and in person.
Excellent interpersonal skills, and an ability to relate to a wide range of people.	You will liaise with a variety of different people, from staff and senior volunteers to supporters and young people.
Strong numeracy skills and excellent attention to detail.	You will process financial information.
Strong skills in using MS Office, including creating shared spreadsheets and presentations.	You will be working with shared documents, providing support with updating and formatting.
Experience	Why do we need this?
Experience of working in a customer services role in a charity or equivalent.	You will be providing excellent customer service to supporters via email and telephone
An ability to effectively multi-task, prioritise and manage workload to meet deadlines.	You will manage multiple tasks simultaneously and managing competing priorities.

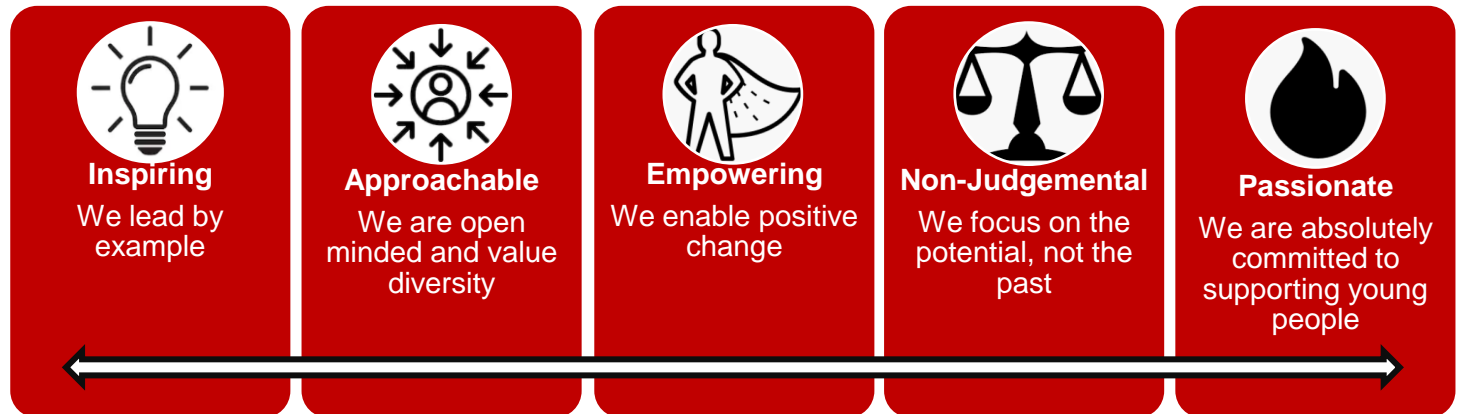
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
A knowledge of the charity events environment.	Your role is based within a charity events team
The ability to be flexible, to work under pressure and to prioritise effectively in a fast-paced office	Your role is based in a fast paced and deadline driven team, where multiple tasks will need to be managed, and priorities are often shifting so flexibility is needed.
An ability to problem solves, take ownership of issues and to see things through to resolution.	You will need to work with self-autonomy and work effectively to find solutions.
Skills & Knowledge	Why do we need this?
Experience of financial processes including processing payments	Your role will assist with the processing of both income and expenditure
Experience of diary management, arranging meetings, preparing papers, taking minutes, managing travel arrangements etc	Your role will involve diary, meeting, and travel management.
Experience in handling data compliantly and using a charity CRM such as Raiser's Edge	You will be updating the database regularly and ensuring all data is recorded accurately.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at the support level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for their work</p> <p>You keep young people and our end goal in mind</p> <p>You're calm, confident and resilient under pressure</p> <p>You're authentic and bring unique talents to work, encouraging others to do the same</p> <p>You role model integrity and act according to our Values</p>	<p>You inspire others by embracing change and demonstrate flexibility in adapting to it</p> <p>You demonstrate creativity in order to improve how things are done in your own area of work</p> <p>You seek to learn and enhance your own development</p> <p>You give and receive feedback, building awareness of own strengths and development areas</p>	<p>You're approachable, clear and professional</p> <p>You treat people as individuals, tailoring communication accordingly</p> <p>You communicate messages and challenge others' thinking effectively</p> <p>You listen to others with empathy and sensitivity</p> <p>You support and protect The Trust's reputation when communicating externally</p>	<p>You offer support to colleagues and ask for help when needed</p> <p>You manage the expectations of others</p> <p>You share knowledge and information</p> <p>You build relationships with team members across The Trust and externally, where appropriate</p> <p>You seek to increase awareness of how The Trust works across functions</p>	<p>You plan and organise own time and resources to meet deadlines</p> <p>You adjust priorities as circumstances change</p> <p>You make effective, data-driven judgements and escalates decisions when needed</p> <p>You take the initiative to create and implement solutions</p>

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.