



### **Job Title**

<b>Job Role:</b>	Events and Fundraising Assistant
<b>Responsible to:</b>	Head of Events
<b>Key relationships:</b>	Specialist Societies and Royal Colleges, President, Council members, Chairs and members of BOA committees, Events Venues and Managers
<b>Location:</b>	Head Office, London

### **Job Summary**

Reporting into the Head of Events, the Events and Fundraising Assistant will provide administrative and event delivery support across the Events and Fundraising team.

This will include general support tasks pre-event, onsite and post-event for the BOA's Annual Congress and other educational and fundraising events, both face to face and virtual, delivered by the team. In addition, the postholder will be responsible for maintaining comprehensive administration systems across the events and fundraising team, corresponding with members, Stakeholders, delegates, fundraisers etc, using the CRM database, updating event and fundraising content on the BOA website, and social media. This will require meticulous attention to detail, exceptional customer service and organizational skills as well as flexibility and the ability to multitask and work under pressure.

The programme of events is not static and may vary across the course of a year. The post will be required to attend the BOA Annual Congress including build days (7 days in total) each year in September and be available for onsite support for any other events, courses or workshops delivered by the BOA.

Please Note: The role also includes loading and unloading of equipment and boxes (subject to appropriate risk assessments for events), setting up and taking down registration desks, stands and equipment and staffing registration desks. On event days, this may require working hours beyond your normal working hours and standing for extended periods of time.

### **Main responsibilities**

#### **Event Activities.**

- Manage the events inbox, dealing with basic enquiries or passing on where appropriate and ensuring all mail is filed in the appropriate place.
- Day to day support and administration for the BOA Annual Congress and other educational events and courses (both face to face and virtual) including the following
  - Be an 'Expert-user' of the CRM database, which records information about all members, delegates, events and bookings, and use reports to analyse and cross-check data.

- Research, and liaise with event venues, catering companies and other third-party service providers.
- Assist with registration set up and provide ongoing administrative support for the registration process including providing delegates reports, attendee lists and delegate badges.
- Assist with planning and confirming event agendas, sending invitations to guest speakers, VIP's, Specialist Societies, stakeholders and external organisations.
- Accurately maintain a speaker database for each event and assist with the collection of speaker information and liaison ensuring all requirements are accurately recorded and queries answered.
- Support with the coordination of accommodation and national and international travel arrangements (air and ground) for speakers, high profile delegates and staff.
- Assist with set up and provide day to day support for the annual abstract submission process including communications with reviewers and abstract authors.
- Support the events and Fundraising Team in the compilation and dissemination of publicity materials such as e-marketing campaigns, Ads, Flyers, leaflets, and programmes for events, ensuring a high level of accuracy.
- Support the events and Fundraising Team on event relevant campaigns and posts on social media and other digital channels as appropriate.
- Assist with updating event pages on the Associations website and App.
- Ensure accurate recording of logistics in event specific documentation.
- Assist with coordinating onsite meetings for both internal and external clients.
- Assist with arrangements for any social event or dinner.
- Support the Events team with any onsite logistics and troubleshooting.
- Provide administrative support for the development and implementation of post-event evaluation process and collate event statistics.
- Support the Head of Events and Fundraising with committee admin including minute taking of weekly meeting with Honorary Sectary.

### **Fundraising Activities.**

- Manage the fundraising inbox, dealing with basic enquiries or passing on where appropriate and ensuring all mail is filed in the appropriate place.
- Assist with post and daily fundraising processes when required.
- Support the Events and Fundraising Manager with administering challenge events through the year including communications with participants.
- Support the Events and Fundraising Manager with administering annual fundraising appeals including Processing donations on all online platforms, website donations and cheques received in the post and thanking doners.
- Assist with sending out fundraising materials to supporters/fundraisers.
- Maintain and update fundraising-specific data on the CRM database including recording all fundraiser communications and contact preferences on the database including 'return to sender' notifications etc.
- Assist the team with research into new fundraising products and prospects.

- Support the Head of Events and Fundraising with committee admin.
- Work with colleagues to compile and disseminate publicity materials such as e-marketing campaigns,

In addition to the tasks above, the post holder will also:

- Carry out other duties as appropriate to the grade and nature of the post as directed.
- Engage and work collaboratively with members of the wider BOA team, in particular the Senior Management Team, Executive and Council members
- Contribute to achieving the overall objectives of the BOA, undertaking additional and ad hoc tasks as required.
- Work within an equal opportunities framework and actively participate in team meetings and appraisal process.
- Adhere to all the BOA's policies, procedures and working practices.
- Adhere to data protection requirements when using any information about members and other contacts.

### Person specification

<b>Qualifications</b>	
GCSE Maths and English (or equivalent) and educated to A level standard.	Essential
Educated to degree level or equivalent in a relevant subject.	Desirable

<b>Knowledge and Experience</b>	
Experience of working in Events	Desirable
Experience of working in Fundraising	Desirable
Experience of working in a customer-focused environment/appreciation of the expectations and requirements of members, delegates etc.	Essential
Experience in dealing with contacts and stakeholders, by phone/email/in person	Essential
Experience of administration relevant to events, educational activities and fundraising.	Essential
Experience of working in a membership organisation.	Desirable
Experience of organising meetings/teleconferences.	Essential
Experience of minute-taking.	Desirable
Proven experience in building good working relationships.	Essential
Experience in using a database to find, add, update and query records, and produce reports.	Essential
Experience in using software such as Teams, Zoom, GoToWebinar and similar for delivery of online events and related content.	Desirable
Experience of implementing GDPR-compliant data practices	Desirable

<b>Skills and Abilities</b>
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Excellent IT skills, particularly with Microsoft Office programmes and ideally experience of using a CRM	Essential
Excellent written and oral communication skills	Essential
Strong team-working skills and ability to work effectively with individuals at different levels of seniority	Essential
Strong organisational and administration skills with excellent attention to detail	Essential
Ability to prioritise and work under pressure with good time management	Essential
Use of CMS to update website content, and using social media for professional purposes	Desirable

<b>Personal Qualities</b>	
The ability to work with volunteers and an appreciation of the pressures on clinicians' time	Essential
A professional appearance and the social skills necessary to deal with a range of stakeholders	Essential
A high level of drive and enthusiasm	Essential
Desire to aid a sense of team spirit by encouraging cooperation and open communication	Essential
Willingness and ability to take the initiative not only in identifying problems but also in suggesting and implementing solutions	Essential
Willingness to work flexibly and occasionally be available for evening and weekend work and to travel throughout the UK.	Essential