



## MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK

### APPLICATION INFORMATION PACK

<b>JOB TITLE:</b>	Face to Face Fundraising Festivals and Events Manager (FFFEM)
<b>DEPARTMENT:</b>	Fundraising
<b>HOURS:</b>	Full-time (37.5 hours per week) on a flexible working schedule.  <i>This role is not limited to Monday–Friday and will require regular weekend work. Variable days over festival season including overnights and weekends.</i>
<b>DURATION:</b>	Fixed term – 12 months
<b>LOCATION:</b>	London and on-site at festivals across the UK
<b>REPORTS TO (JOB TITLE):</b>	Face to Face Programme Lead
<b>SALARY:</b>	Salary: 14.1-14.6 Internal salary grade: £41,902.62 - £51,214.32  <i>Salary is offered in line with our pay framework and typically starts at the entry point of the band. Salary increases are considered annually and are subject to our appraisal and performance review process.</i>
<b>BENEFITS:</b>	28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.  MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.  Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.  Cycle Scheme or Bike Loans available.  Group Life insurance currently set at a minimum of 4x basic salary.

## **JOB PURPOSE**

Manage the on-site delivery of MSF UK's Face-to-Face (F2F) fundraising activity across Festivals and Events, ensuring high-performing, safe and professional fundraising operations that maximise income and public engagement.

Provide day-to-day management and development of Team Leaders, Fundraisers and Coordinator-level roles, driving performance through coaching, monitoring and clear accountability against targets.

Coordinate and deliver **on-site operational and logistics activity** across up to 60 festivals and events annually, working in close partnership with the Logistics Manager, who is responsible for logistics planning and infrastructure.

Act as the most senior on-site representative for MSF, ensuring all festival and event activity runs smoothly, maintaining strong relationships with event organisers, suppliers and stakeholders, and ensuring a high-quality, self-sufficient operational presence.

Work closely with the F2F Programme Lead and wider F2F management team to deliver the Festivals and Events plan, contribute to programme development and support the ongoing growth of the events portfolio.

Support the recruitment, onboarding and effective deployment of F2F agency workers and MSF UK staff, ensuring teams are equipped to deliver high-quality fundraising and meet performance expectations.

Take responsibility for **on-site operational planning**, including rota management and oversight of timesheet accuracy, ensuring effective resource allocation across activity.

Ensure all team activity adheres to MSF's standards for behaviour, safeguarding, safety and compliance, creating a positive and professional working environment.

Outside of festival periods, take responsibility for the delivery of **Private Sites activity**, maintaining the same standards of leadership, performance and target achievement. The role is accountable for delivering annual Festivals and Events income targets and contributes to the overall success of the Face-to-Face programme.

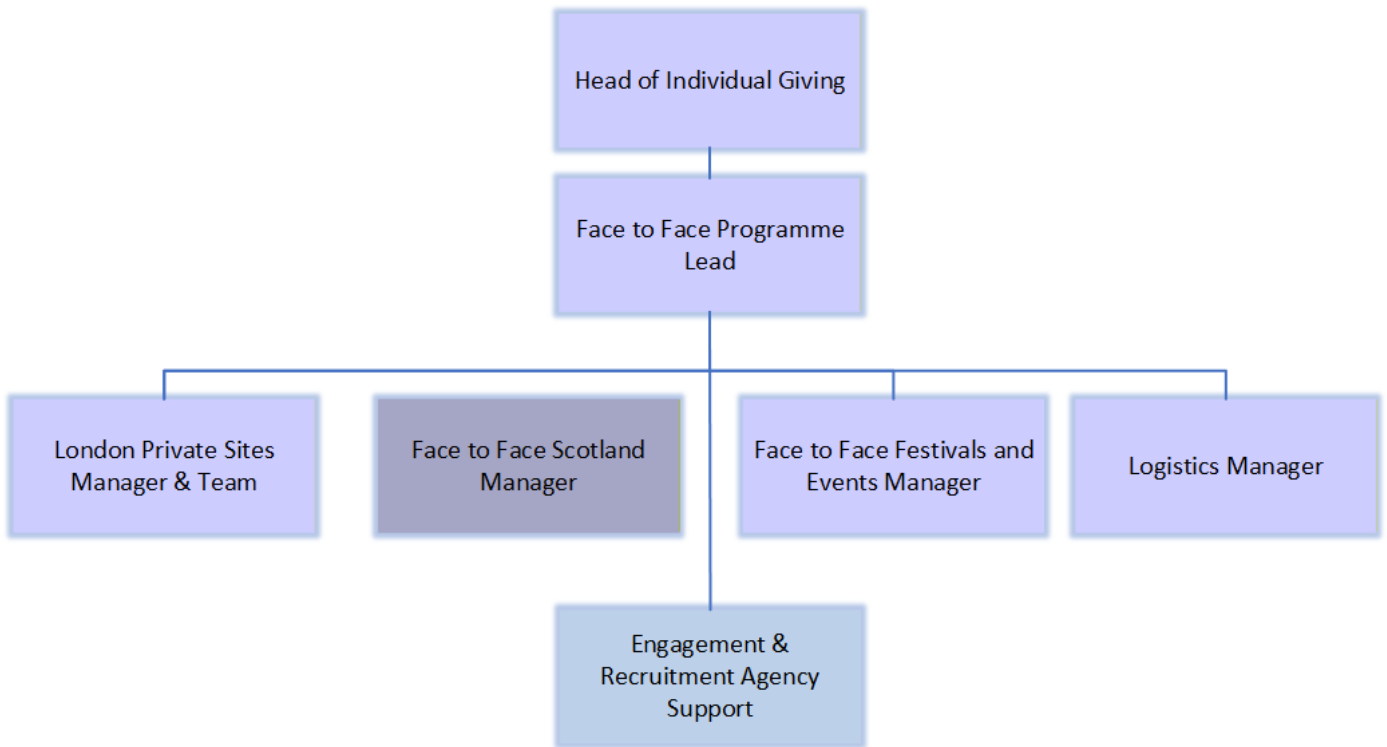
## **DIMENSIONS**

The FFFEM is accountable for implementing parts of the F2F programme as instructed by the FTFPL with full responsibility around Festival and Events. This includes monitoring the performance of the F2F teams at festivals and events, sourcing new suppliers, and maintaining strong relationships with pre-existing ones.

The FTFEM line manages up to 5 FTE equivalent agency workers and MSF UK staff at all Festivals and Events, including up to two Coordinator-level roles, Team Leaders and Fundraisers. This role plays a pivotal role towards the F2F Festivals and Events target of which around 60% is recruited at Festivals and Events across the year.

This role also Coordinates Private Sites activities during the off season or where festivals and events are not available.

## ORGANISATIONAL STRUCTURE



## CONTEXT

The Fundraising Department raises private income for MSF field operations globally and covers MSF's administration costs in the UK. The Fundraising Department contains the Major Gifts, Individual Giving and Supporter Care teams and in 2021 a team of around 35 people delivered income of £65.5 million.

The Individual Giving Team is headed by the Head of Individual Giving. This Team is responsible for recruiting and developing our support from private individuals, raising 80% of MSF UK's total income in 2021.

The Individual Giving Team actively raises funds from the public, recruiting and maintaining this support through direct marketing campaigns, created in partnership with professional agencies. The Individual Giving Team works very closely with the Communications and Digital teams.

Our goal is to build loyalty by bringing supporters closer to the people that MSF assists, and the medical action that private donations make possible. MSF UK prides itself on the accessibility of the Fundraising team to our supporters and the provision of excellent supporter care; this is central to the philosophy of the team.

This role is required to work closely with the Head of IG, teams within fundraising, Public Engagement, People department and other enabling functions, field staff and our Safeguarding and ER teams.

Liaise with other teams within MSF to identify learning and development opportunities for F2F fundraisers.

**ACCOUNTABILITIES**

1. Day to day management of the team across Festivals and Events

**KEY PERFORMANCE INDICATORS**

- Provide management across Festivals and Events during peak season, ensuring delivery is safe, professional and aligned with organisational culture and standards.
- Apply the same management, oversight and performance standards to Private Sites activity during non-festival periods.
- Act as the most senior on-site presence, overseeing delivery, resolving issues in real time and ensuring teams are supported.
- Lead by example through visible engagement in fundraising activity and representation of MSF to the public and stakeholders.
- Oversee delivery across multiple sites, including concurrent activity, ensuring consistency and coordination.
- Report weekly to the F2F Programme Lead on performance against targets and KPIs.
- Manage underperformance, including performance plans and, where required, ending temporary assignments.
- Maintain strong knowledge of MSF's work to support high-quality public engagement and fundraising.
- Conduct regular performance and development reviews with fundraisers.

2. Support the F2F recruitment process for the face-to-face team.

- Support recruitment activity including interviewing, assessment and training of new agency workers or MSF UK staff.
- Work with the wider management team to ensure onboarding is delivered in line with agreed processes and required capacity are always met.
- Liaise with Employee Relations (ER) and external agencies as to provide updates on hiring, performance and workforce planning.

3. Manage on site Logistics for Festivals, Events and, where applicable, Private Sites activities

- Ensure Festivals and Events are effectively planned and delivered to agreed standards.
- Set activity targets in line with direction from the F2F Programme Lead.
- Act as the main on-site manager, leading the team and supporting delivery during shifts.
- Lead on **on-site logistics execution**, including:
  - Coordination of daily operations and team movement
  - Ensuring equipment is in place, functional and used appropriately
  - Managing the **set-up, presentation and pack-down of stands and exhibits**, ensuring they meet MSF standards
  - Maintaining high-quality, professional working environments across all sites
- **Support broader logistics**, including:

4. Ensure behavior, safety and safeguarding and compliance are met at all times.

- Travel and accommodation coordination
- Supplier and event liaison
- Vehicle and equipment movements
- Storage checks and equipment readiness
- Manage **team rotas** and ensure **timesheets are accurately completed and submitted on time.**
- Monitor and manage spending in line with agreed budgets.
- Support sourcing new events and maintaining supplier relationships.
- Provide clear and timely feedback to resolve operational issues.
- Support adjustments to plans (e.g. weather, footfall) to maximise productivity.
  
- All behaviour, safety and safeguarding compliance standards adhered to across the team
- Safeguarding, behaviour and safety policies implemented and reinforced on-site  
Safeguarding concerns addressed promptly and escalated appropriately  
Regular engagement with team on wellbeing and safe working practices
- Contribution to safeguarding, safety and conduct training and awareness across the team
- Issues relating to behaviour, safety or safeguarding are escalated to the F2F Programme Lead and ER.

<p>5. Responsible for achieving Festival and events targets, in accordance with agreed Key Performance Indicators (KPIs).</p> <p>6. When Festivals and Events are not taking place, take responsibility for Private Sites activity, ensuring the same standards of management, delivery and target achievement.</p>	<ul style="list-style-type: none"> <li>• Work with the F2F Programme Lead to support development of the Face-to-Face programme.</li> <li>• Contribute to improvements in delivery, team performance and fundraising outcomes.</li> <li>• Support the Logistics Manager in testing and implementing new tools, equipment or systems.</li> <li>• Participate in regular management meetings to review performance, development priorities and operational updates.</li> <li>• Take responsibility for delivery and transitioning of activities to Private Sites during periods where Festivals and Events are not in operation.</li> <li>• Ensure equivalent standards of management, performance and fundraising delivery are maintained. Deliver against agreed Private Sites targets and KPIs.</li> <li>• Provide appropriate on-site oversight and support to ensure consistency with wider Face-to-Face programme standards.</li> </ul>
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**CHALLENGE & CREATIVITY / DECISION-MAKING**

Changing operational and performance contexts within the F2F programme require the postholder to be adaptable and responsive, with the ability to prioritise and manage team performance across Private Sites in a fast-paced environment.

The role is responsible for identifying performance issues, capability gaps and training needs, and making informed decisions on coaching approaches, development plans and performance management interventions to support consistent delivery against targets and standards.

A proactive and solutions-focused approach is required to continuously improve training delivery, on-site coaching, and ways of working. The postholder plays a key role in ensuring that team performance,

behaviour and safeguarding standards are maintained, while contributing to the ongoing development and effectiveness of the F2F programme.

### **KNOWLEDGE, SKILLS & EXPERIENCE**

- Demonstrable experience delivering or managing face-to-face fundraising activity, ideally within Festivals and Events or other large-scale, public-facing environments
- Expert knowledge of F2F Fundraising techniques and best practice
- Excellent interpersonal skills with an ability to build relationships, rapport with supporters and work within a team environment
- Experience overseeing live delivery and operational coordination for events, with an understanding of the logistical and people-management challenges associated with high-footfall environments.
- Demonstrated track record of achieving fundraising or performance targets and maintaining delivery standards under pressure.
- Strong understanding of people, safety and safeguarding principles and common risks within face-to-face fundraising, with confidence acting as a senior escalation point.
- Experience upholding Codes of Conduct, behavioural standards and professional expectations across teams.
- Strong communication skills, with the ability to represent MSF's work clearly and confidently to the public and provide clear guidance and feedback to staff/agency workers.
- IT-literate, with experience using fundraising platforms and reporting tools, and competence in standard Microsoft Office applications.
- Ability to work independently while contributing effectively as part of a wider management team.
- Flexible and resilient approach, with the ability to manage competing priorities during intensive delivery periods.
- Fluency in spoken and written English.
- Willingness and ability to travel extensively across the UK and work evenings and weekends during the festival season.
- Strong commitment to the aims, values and principles of Médecins Sans Frontières.
- Fluency in written and spoken English
- Commitment to the aims and values of Médecins Sans Frontières
- Ability and flexibility to travel in London and the UK and to work over weekends
- Good knowledge and understanding of most common safeguarding needs and risks of a F2F team.
- Full UK driving licence is required for this role

### **COMPETENCIES**

#### Respect:

- a. Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- b. Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- c. Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

#### Integrity:

- a. Acts by example, modelling the behaviour expected from team members.
- b. Seeks out and offers each team member an equal opportunity and tools to succeed.
- c. Works to achieve cohesion and a spirit of cooperation in the team.

#### Humanity:

- a. Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- b. Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- c. Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

#### Accountability:

- a. Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- b. Strives for efficiency in every aspect of their work.
- c. Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are reached.

#### Empowerment:

- a. Instils acceptance and optimism in the team.
- b. Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- c. Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

## **APPLICATION PROCESS**

### **HOW TO APPLY**

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation**.

*Incomplete applications will not be considered. We encourage early applications as we reserve the right to close applications once a suitable candidate is appointed.*

### **Application checklist**

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

### **Recruitment timetable:**

- Interviews will be held on a rolling basis for candidates who meet the person specification.
- First round interviews: remote via teams
- Second round interviews: in-person interview
- Projected Strat date: As soon as possible

## **ADDITIONAL INFORMATION**

### **Accessibility**

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting [recruitment.UK@london.msf.org](mailto:recruitment.UK@london.msf.org)

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

### **Diversity, Equity and Inclusion**

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

**MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.**

### **Safeguarding**

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

### **Right to work in the UK**

**Candidates must have the right to work in the UK. Employment sponsorship will NOT be offered by MSF UK for this role.** Please [click here](#) to check whether you have the right to work in the UK.

For questions, issues or further information, please contact [Recruitment.UK@london.msf.org](mailto:Recruitment.UK@london.msf.org).

We look forward to receiving your application!