



POST TITLE:	Challenge Events Assistant
RESPONSIBLE TO:	Challenge Events Manager
LOCATION:	Hybrid. Home working with 1-2 days per week at Cheltenham office. Occasional travel around the UK to support events.
HOURS OF WORK:	Full time/ 35 hours per week (open to flexible working requests if business needs are met – minimum 28 hours)
SALARY:	£22,321 per annum* (With a progression salary banding of £22,321 - £26,071)

Purpose of the role

The fundraising team is at the core of the charity and works together to maximise opportunities and raise funds from a range of sources. The Challenge Events programme has continued to strengthen in recent years, with huge demand seen across third party running events such as the London Marathon and Great North Run, plus a growing number of runners in international marathons, including Berlin, Chicago and Sydney. The Challenge team's role is to fill our allocated places in third party events efficiently; nurture and support our participants to fundraise as much as possible; and ensure they enjoy the whole event experience from place allocation, through to their training and fundraising, to crossing the finish line!

Reporting to the Challenge Events Manager, the postholder will provide high quality day-to-day operational and administrative support across the Challenge Event Programme as well as supporting in-person Challenge Events, such as the London Marathon (April) and Great North Run (September).

Key Responsibilities:

Administrative:

- Provide day-to-day administrative and event support to the Challenge Events programme - this is likely to change in line with the schedule of fundraising events throughout the year.
- Act as the point of contact for Challenge Event enquiries, processing applications, responding to requests for fundraising materials and event/fundraising queries in a timely manner.
- Support with third party event registering and entering participant contact details accurately.

- Maintain WellChild's contact management system, Raiser's Edge (RE) ensure all activity and income is recorded accurately on supporter record, ensuring compliance with GDPR.
- Support with the management of WellChild's multiple giving streams including Facebook Justgiving, Enthuse, Crowdfunder, direct debits, Paypal, lottery and other regular giving methods, typically on a monthly basis.
- Post fundraising materials e.g. (collection buckets, supporter t-shirts) to Individuals and challenge event participants raising money for us including sending out their welcome packs and t-shirts.
- Assist with the research, development, planning, and implementation of existing and new Challenge Events, projects and partnerships.
- Continuously aim to improve the efficiency of administration processes necessary for the smooth running of the fundraising department.

Challenge Events:

- Support the Challenge Events team with the organisation and delivery of events, such as London Marathon in April and Great North Run in September, with the opportunity to support international marathons in the future as they continue to grow.
- Assist with packing and unloading of items before and after events – this involves physical lifting and carrying.

Supporter Engagement and Fundraising:

- Monitor the fundraising and challenge email inboxes and be the first point of contact for all fundraising enquiries that come in by telephone, email and post, always maintaining a professional & friendly approach.
- Ensure thank you letters/certificates and emails are written in an appropriate and timely manner.
- Work with the Fundraising team to help process enquiries, responding where appropriate.

Collaboration:

- Liaise with the Communications Team, as appropriate, ensuring all PR and marketing opportunities are utilised to promote and support community group activities (including social media, WellChild website etc).
- Work with the Communications Team to maintain and update event pages on WellChild's website and engage with supporters on social media channels.
- Liaise and maintain a good working relationship with Operations & Finance team to ensure smooth running of donations and supporter data.
- Liaise with the Programmes team regarding the use of family experiences and case studies.

Other duties:

- Undertake all relevant training required for the role e.g. First aid training.
- Attend and participate in internal and external meetings, training and development as required – this may sometimes involve travel away from the office and working outside of normal hours.
- Opportunity to attend and participate in WellChild projects and events – this usually involves travel away from the office and working outside normal hours e.g. the annual WellChild Awards.
- Take all opportunities to promote the work of the charity in order to continually build our network of supporters.

This job description is not an exhaustive list of duties but is intended to give a general indication of the range and extent of work to be undertaken; it will vary from time to time.

Person Specification

EXPERIENCE:	KNOWLEDGE AND SKILLS:	GENERAL ATTRIBUTES:
<ul style="list-style-type: none">■ Experience of working in an administrative and/or project support role.■ Demonstrate ability to work as part of a team and use own initiative.■ Experience of using a CRM database e.g. RE (desirable).■ Experience in the voluntary sector either in paid employment or as a volunteer (desirable).■ Experience of working within a Challenge event team (desirable).	<ul style="list-style-type: none">■ Demonstrate a logical approach to developing and implementing processes.■ Demonstrate excellent communication skills to a wide range of people.■ Demonstrate excellent organisational skills and the ability to prioritise own workload to meet deadlines.■ Able to quickly assimilate and interpret information accurately.■ Able to develop relationships, identifying and maximising opportunities.■ Understanding of the confidential nature of using data & GDPR.■ Good IT skills including Word, Excel, Outlook and Teams.	<ul style="list-style-type: none">■ Flexible and adaptable■ Sympathetic to the aims and values of WellChild■ Able to occasionally work outside of normal working hours away from Cheltenham■ Upholds the Charities values, beliefs and culture, promoting the safety and wellbeing of children and young people.