

Role Description



Events and Supporter Engagement Assistant - Communications and Engagement

Line manager: Events and Engagement Manager

Direct reports: None

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Standard.

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

The Role

The Events and Supporter Engagement Assistant is part of a multi-disciplinary team (Events and Engagement, Communications and Marketing and Digital Hubs) and is responsible for ensuring that people who choose to support PACT either through donations or attending fundraising events, have an exceptional experience. They will closely work with the Events and Engagement Manager and colleagues to ensure that the charity's programme of income generation events, is delivered to an exceptionally high standard and provides a great experience for attendees.

Key tasks

Fundraising and events administration	
1	Support the Events and Engagement Manager to create and maintain a calendar of PACT led fundraising events, including the carol concert and garden party
2	Attend and assist with set up and close down at events
3	Undertake events administration, including invitations, venue research, staff and volunteer rotas, marketing materials, event equipment, post-event thank yous
4	Work with the Communications and Marketing Assistant to ensure events are promoted to staff, volunteers, supporters, the wider community and any other key stakeholders
5	Obtain quotes for printing and merchandise requirements for fundraising events and activities
Supporter engagement	
6	Co-ordinate the support and high quality experience of individuals making regular or one-off donations (including Friends of PACT) by ensuring donors are appropriately acknowledged and thanked through various channels
7	Support the wider income generation team with administrative tasks and thank you letters for corporate and community partners
8	Proactively support and ensure a high quality experience for individuals or groups taking part in fundraising events (including London Marathon, Marathon in May, Fifty to the Max or their own challenge event)
9	Maintain accurate donor records in the CRM database, using it to track progress, and produce reports for the Events and Engagement Manager

10	Work with the Events and Engagement Manager to research and develop options for a legacy giving programme
11	Work with the Events and Engagement Manager to research and develop opportunities for in-memory donations
12	Work with the Communications and Marketing Officer to maintain existing fundraising campaigns such as Marathon in May and develop new ideas, for example, engaging with historic adoptive families

Other	
1	To safeguard and protect children, young people and vulnerable adults in accordance with PACT's policies and procedures at all times.
2	To take on additional tasks related to this role as assigned by your manager.
3	To take responsibility for, and be committed to, personal and professional development and keep up to date with law, regulation, guidance, standards, government policy and research relating to all aspects of the work.
4	To demonstrate and uphold a commitment to promoting equality, diversity and inclusion in the workplace and throughout service delivery.

Person specification

Essential competencies	
<input type="checkbox"/>	Commitment to and passion for the charity's aims. Can demonstrate understanding of the difference our services make to women, children and families. Can represent and be an advocate of PACT.
<input type="checkbox"/>	Experience of event organisation and planning.
<input type="checkbox"/>	Experience of delivering exceptional customer service.
<input type="checkbox"/>	Experience of monitoring expenditure and working with budgets.
<input type="checkbox"/>	Good organisation skills and can efficiently plan and prioritise, and proactively manage a varied workload to deadlines.
<input type="checkbox"/>	Works with excellent attention to detail and uses time efficiently.
<input type="checkbox"/>	Excellent inter-personal skills and can communicate effectively both in writing and verbally. Fluent in written and spoken English.
<input type="checkbox"/>	Works collaboratively with a team, both with team colleagues and the wider PACT community.

<input type="radio"/>	Proficient in the use of Microsoft Office: Outlook, Word, Excel, SharePoint and virtual tools: Microsoft Teams and Zoom.
<input type="radio"/>	Proficient in the use of CRM or similar database systems for data entry and reporting.
<input type="radio"/>	Commitment to promoting equal opportunities and diversity in the workplace and provides an inclusive approach to working with others.
<input type="radio"/>	Full driver's license and access to own car.

Desirable competencies	
<input type="radio"/>	Previous experience of working in the voluntary sector.
<input type="radio"/>	An understanding of the motivations to adopt.
<input type="radio"/>	Previous experience of using Mailchimp email tool and Enthuse fundraising platform (training can be provided).

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a part time post – 22 hours per week working Monday to Friday between the hours of 8.30am to 5pm. Some occasional evening and weekend working is required.

Opportunity to work flexibly from our Reading office, from home and within the community.

This role requires travel. The post holder must hold a full UK driver's license with access to own transport.