

Job Description

Job title:	Special Events Officer
Location:	Head Office, 32 Ufford Street, London, SE1 8QD (min 2 days per week)
Department:	Fundraising
Team:	High Value Engagement
Reporting to:	Special Events Manager
Hours of Work:	35 hours per week (Full time)
Salary:	£27,000 to £29,000
Contract:	12 month fixed term contract

Background: The High Value Engagement team is part of a successful Fundraising team that includes a Community and Challenge Events team, Trusts team, Individual Giving team, and Supporter Services Team.

Main purpose: To provide key support so the team achieves agreed fundraising targets and objectives through the delivery of a series of high-quality events and major donor fundraising.

Key areas of responsibility:

- Support the Special Events team on a variety of tasks including sourcing prizes, managing guest lists, marketing, liaising with suppliers and thanking supporters.
- Assist the Special Events manager in the research and delivery of new events. Leading on the delivery of third-party fundraising events.

Special Events

- To support the special events team on all aspects of the planning and implementation of flagship events such as the Microscope Ball and Celebrity

Sports Quiz, including attending committee meetings and liaising with the MDUK team on all other aspects of event delivery and marketing.

- Work with the Special Events Manager to build and maintain a process for stewardship for all event attendees to maintain their support of the charity post-event.
- Plan and produce social media content for special events with the support of the digital team and take the lead on special events social media presence.
- Carry out research to enable the expansion of the Special Events Portfolio with new events that will attract new and existing audiences to want to support Muscular Dystrophy UK.
- To support the wider High Value Engagement team with major donor and stewardship events which includes our Vice Presidents Lunch at the House of Lords and our five-side-football tournament.
- Lead and deliver our presence at third-party fundraising events to include volunteer recruitment, the delivery of fundraising activity and being the key point of contact for the relationship owner at MDUK.
- To support on the recruitment, stewardship and briefing of all special event volunteers at specific events.

General

- To ensure that up-to-date computerised and manual records are kept, relating to existing and potential event participants with responsibility of monitoring income totals and thanking.
- To handle enquiries that come through the fundraising hotline and events team inbox, from taking donations to answering queries from supporters.
- To handle any other duties as defined by the High Value Engagement team.
- Ability to work evenings or weekends to support the team needs at events, and support MDUK's participants and guests.

Initiative:

- ☒ Initiative in maintaining good relationships with other staff within the charity to assist in joint working, strengthen communication, solve problems and to ensure that the charity's objectives are met.
- ☒ Initiative in maintaining a high level of sensitivity and tact when liaising directly with people affected by muscular dystrophy.

Values and Behaviours:

- ☒ Commitment to excellent customer service.

- ☒ Professional approach to all matters.
- ☒ Positive attitude and manners that reflect the charity's values.
- ☒ Contribute to the development of the charity and the fundraising team.
Commitment to equal opportunities.



Person Specification

Special Events Officer

1 Experience	
Experience in events organising either in the voluntary or corporate / commercial sector	Essential
Working with volunteer committees	Essential
Experience of using a database (preferably Microsoft Dynamics)	Desirable
Experience of producing promotional materials/writing applications	Desirable
2 Skills	
Developed writing skills for correspondence with an external audience	Desirable
Strong communication skills to deal effectively in person and by telephone with a wide range of people in a friendly but professional manner	Essential
Attention to detail; high degree of accuracy	Essential
Self-motivated with a systematic, consistent and methodical approach to work	Essential
Ability to prepare monthly work plans/reports which meet measurable targets	Desirable
Competence in using Microsoft Word and Excel	Essential
Numeracy	Desirable
Ability to prioritise tasks and work flexibly to meet deadlines	Essential
Provide administrative support.	Essential
3 Personal Qualities	
Enthusiastic, highly motivated and a positive attitude	Essential
Creative – good lateral thinker	Essential
Tact, diplomacy and an ability to maintain confidentiality	Essential
Strong interpersonal skills	Essential
Ability to work cross-functionally	Essential
Positive and flexible attitude to work	Essential
Highly organised and efficient	Essential

Strong collaborative skills and able to work effectively within a team

Essential

4 Details

Hours: 35 per week

Flexible approach to working hours and willingness to work outside normal office hours when necessary

Time off in lieu will be provided