

JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Event Officer

Reports to: Event Project Manager

Based at: Parker's Close, Downton Business Centre, Salisbury, Wiltshire, SP5 3RB

Job Purpose	<ul style="list-style-type: none"> Ensuring growth in secure and repeatable income through the management and delivering of fundraising events, always with the supporter at the heart of what we do
Accountabilities	<ul style="list-style-type: none"> Manage and deliver all aspects of the allocated events within the Help for Heroes Event Portfolio. Achieve individual and collective financial targets and effectively manage and report on your individual budgets implement a quality, engaging supporter journey with the Supporter at the heart of everything we do Drive recruitment for your events through lead generation and from devising marketing plans collaboratively with the marketing team Effectively and efficiently monitor and evaluate your event performance and activity
Main Responsibilities	<ul style="list-style-type: none"> Create, manage and implement robust event plans adhering to timelines and deadlines. Build strong and sustainable relationships with Event Suppliers. Identify and escalate challenges with a solution driven approach. Ensure all legal documents follow the Help for Heroes process and adhere to the policy for compliance and sign off. Lead the "on the ground" event delivery of events, including preparation and build of kit, van loading, coordinating volunteers and being the main point of contact for Help for Heroes on site. Compile post-event reports, collating feedback, analysing performance and making recommendations for future events and development based on evidence Develop relationships with our supporters both existing and new to ensure the highest level of customer care, retention and loyalty through phone calls, emails and face to face contact. Engage with other areas of the charity: Recovery Teams, Partnerships Team, National Volunteer Team, Regional Fundraising, Individual Giving, Supporter Care Team. To work collaboratively with marketing to devise marketing plans for each of your events To manage the events team's shared inboxes.



	<ul style="list-style-type: none"> • To support with execution of higher value events with support and guidance from the team • Weekend and out of hours working is a core part of the role • Flexibility to work weekends as required. • To coordinate internal projects on behalf of the team (e.g. supporter journey improvements, new event research) • Manage material supplies, stock control system, placing orders • Remain agile to adapt to the needs of the team and the charity
<p>Essential Knowledge, Skills & Experience</p>	<ul style="list-style-type: none"> • Experience of planning, managing and delivering events, both owned and third party • Proven record of managing successful events which hit participation and income targets • Experience of working to a budget and negotiating costs to meet targets • Effective communication skills, both written and verbal • Ability to effectively manage supplier and supporter relationships • Excellent interpersonal skills able to build rapport and build relationships quickly and effectively with a variety of supporters and stakeholders • Demonstrates an ability to work as part of a team and be a flexible team player • Proactive and organised, managing own workload and priorities on a day to day basis • Competent in the use of MS packages and the use of databases e.g .CRM • Full clean, driving license • Excellent attention to detail • Confident manner, able to convey charity message and talk confidently to supporters and the general public
<p>Desirable Knowledge, Skills & Experience</p>	<ul style="list-style-type: none"> • Event fundraising experience • Experience of armed forces, and the charitable sector
<p>Key Competencies & Behaviours</p>	<ul style="list-style-type: none"> • Well organised with the ability to take ownership of their areas of responsibility • Respond quickly to changing demands • Solution driven in all aspects of your work • Demonstrate strong skills in prioritisation and time management • Lead and drive work forward with minimal direction • Analyse information quickly and communicate in a concise and articulate manner • Ability to build rapport quickly and understand needs and expectations of others • Positive, empathetic, patient, polite and friendly manner • Ability to remain calm under pressure • Displays the highest levels of integrity, confidentiality and commitment • Attention to detail in all aspects of work

- Work within a range of environments and working cultures, adapting personal style accordingly
- Demonstrates an ability to work as part of a team and be a flexible team player
- Confident and polite manner
- Demonstrates self-motivation
- Flexible re: hours of work
- Seeking personal and professional development

- Model our Values. We are:

- Innovative-Collaborative-Authentic-Resourceful-Energetic