

PILGRIMS HOSPICES – JOB DESCRIPTION

EVENTS COORDINATOR (LOGISTICS AND OPERATIONS)

MAIN PURPOSE AND SCOPE OF THE JOB:

The postholder will help to support the delivery and operation of Pilgrims Hospices extensive events portfolio; its digital innovations and creative fundraising products, with a specialist focus on logistics and operations. The department covers; Hospice-wide events (x3 value £260K events), 20+ challenge events per annum, plus virtual and digital solutions; including Pilgrims own bespoke events app. The role will support the Events & Digital Fundraising Manager to deliver the portfolio of more than 20 events per annum, raising in excess of £400K+.

The postholder will have a flair for planning, logistics and operations with a keen eye for detail, processes and spreadsheets; to help enhance income generation through mass participation events fundraising. Route mapping and an interest in route planning would be advantageous or a keen willingness to learn these skills.

The role will be responsible for fundraising operations and logistics across the east Kent area, including the management of 70+ volunteers on hospice-wide events. Our focus is to put the participant at the heart of Pilgrims' supporter care; through event participation, recruitment and the delivery of engaging events.

Our aim is to ensure all fundraising activities are developed to the highest standards, that fundraising events including virtual, interactive and physical activities are well-planned, exciting, unique, creative and challenging.

POSITION IN ORGANISATION:

Reports to:	Events and Digital Fundraising Manager
Responsible for:	Event and Fundraising Volunteers Supporting Volunteers in the lead-up and at multiple events/sites.
Key Relationships:	Community Fundraising Teams in the 3 hospices, Events Fundraiser (Stewardship & Marketing), Events Fundraising Volunteer (x1), Corporate & Trusts Partnerships Team and Marketing Team, Individual Giving Team, Lottery Team, Retail Managers, Supporter Relations Team & Hospice Service Managers

DUTIES AND KEY RESPONSIBILITIES

General/Operations – Logistics and Planning

- To ensure that all hospice-wide and third party challenge events, partnerships, and activities are effectively planned and the relevant logistics organised.
- Planning and scheduling – to coordinate and develop pipeline plans for all event logistics. Including storage, room bookings and equipment management across sites.
- The Events Coordinator will help to support all Fundraising Teams with kit; logistic planning and movements. Ensuring that equipment is in good condition and checked in-and-out for all activities.
- Create and oversee an assets register and database of all event equipment and Pilgrims vehicle fleet. Ensure that bookings and logistics are timely and appropriately coordinated with the relevant team/event.

- Develop detailed kit lists for events; hospice-wide events involve multiple rest stops (up to 10 venues in one day) these need appropriate coordination and detailed planning.
- Help support the Manager by liaising with multiple venues for hospice-wide events including timings, site visits, staffing, access and kit deliveries.
- The Events Coordinator will help to erect signage across extensive routes of more than 125 miles for the Cycle Challenge (with 5 different route distances) and 55km (32 miles) for Pilgrims Way Challenge and Folkestone Downs Challenge at 36km (22 miles). This process is carried out over multiple days, on hospice bikes (where possible) and in vehicles. Therefore, a good level of fitness and ability is required for this element of the role. Appropriate training and manual handling will be given to enable staff to do this vital element of our work.
- The postholder will help to support the Events Fundraiser with the distribution of banners, collecting pots and other collateral for eventers own 'in-aid of' events. Ensuring that all staff and volunteers adhere to cash handling procedures.
- The Events Coordinator will respond to enquiries about how to join an event, providing appropriate information.
- To work with the Events & Digital Fundraising Manager to ensure appropriate collateral is available to support the full range of hospice-wide, digital and challenge event fundraising activity – including the distribution of collateral across the sites.
- To attend events as the hospice's ambassador, including networking, third party supplier meetings and conferences relating to events fundraising. The postholder may attend event cheque presentations across the catchment area.
- Trading & Merchandise – to be responsible for all branded goods and trading on behalf of the Fundraising function. This includes managing all stocktakes; to be carried out twice yearly and distributing the required stock across the sites for sale at hospice receptions and other fundraising activities. The postholder will visit sites to support stock audits. They will keep an up-to-date stock count relating to all goods. Overseeing all the relevant paperwork for auditors as required.
- Technology - the Events Coordinator will help to support the Events and Digital Fundraising Manager with route planning and mapping. Additionally, app development and enhancement would be considered as part of this role; therefore a keen interest in mapping and online technology would be advantageous.
- Recycling/sustainability and environmentally driven activities are very important in our fundraising goals and organisational strategy. As part of this role the postholder will drive this focus forward in our events and fundraising work.

Resource & Volunteer Coordination for HW Events (Hospice-wide Events)

- The postholder will be responsible for volunteer planning on HW events. This includes developing briefs in advance of the events, producing detailed communications and planning for role management. On some events this sees more than 70 volunteers all working at various times, across multiple sites (up to 10 locations in one day). Our volunteers are generally fundraising volunteers through each local hospice and they give their time to support Pilgrims flagship events. The postholder will liaise with Community Fundraising on the recruitment of volunteers for HW events.
- All internal HWE event communications will be sent and overseen by the Events Coordinator, but working in unison with the local managers who have line management responsibility for the many volunteers.
- Deliver safety briefings in a strong and confident manner to volunteers and participants when required.

Supporter Care, Internal Processes and Relations

- To work with colleagues to ensure that centrally and locally managed events, products and activities are marketed and supported to achieve departmental targets.
- To work with the Supporter Relations Team to ensure that all volunteer communications, income processing and administration activity is processed. To ensure that accurate and up to date records are maintained for events and that all data required to monitor, evaluate and analyse activities and is recorded on the database.
- To provide excellent supporter care, cultivation and stewardship to participants. To grow and recruit new participants and donors; to support them in the development and delivery of cost effective fundraising activities, to achieve maximum participation.
- To work with clinical staff to meet with families and patients wishing to support the hospice through events fundraising, providing the appropriate information and guidance. Support other colleagues in the promotion of community, individual giving, lottery, legacy and giving 'in memory' products.
- To play an active role in the Fundraising Team and, if required, coordinate specific projects on behalf of the whole team.
- To be flexible with working patterns during events season and support the Events Team, and others, with flexible working during this period.
- Positive contribution - be a key part of the Team and help to create a positive working environment; be pro-active and participative, engaging in cross team working.
- Ensure that all activity, processes and procedures (data recording and cash handling) are operated correctly and in compliance with the Fundraising Regulator, Institute of Fundraising (IOF), Charities Act, HMRC, Information Commissioners Office (ICO), GDPR, Gambling Commission and that all Pilgrims own policies and procedures are followed.

Planning and Budgets

- To understand income and expenditure for events relating to logistics or kit procurement. As stipulated by the Events & Digital Fundraising Manager.
- To source, research and procure event kit for hospice-wide, challenge events and process relevant invoices. To maximise the net income generated through events, merchandise sales, participant cultivation and sponsorship as directed by the Manager.

Governance

- To ensure all policies and procedures are understood and adhered to by hospice based fundraisers, staff, volunteers and any relevant third parties.
- To keep abreast of Charity Law and fundraising developments across the charity sector by networking with fundraising staff in other organisations and undertaking training.
- Maintain an up to date knowledge of Pilgrims Hospices and its services.

GENERAL RESPONSIBILITIES

Corporate Governance - The postholder must, at all times, act honestly, openly and work within the Pilgrims 'CODE' and comply with all relevant corporate governance requirements, employment legislation and standards of business conduct. The postholder is expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices.

Health and Safety - Under the Health & Safety at Work Act (1974), it is the responsibility of the postholder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection - Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Flexibility - To attend events and activities outside normal working hours and weekends and Bank Holidays when required for the needs of the business. Appropriate time off in lieu will be given. The postholder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

It is a requirement in this role that all staff work Pilgrims flagship 'hospice-wide' (HW) events. Should the postholder not be available to work a HW event weekend, they must submit this notice to their line manager 2 months prior to the event, who in turn needs to confirm this with the Head of Fundraising and Projects before agreeing such leave. If staff are unable to work due to ill-health; this will be managed appropriately.

This Job Description is not exhaustive. This job description is a reflection of the current position and the postholder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The postholder will be required to undertake any other ad-hoc duties that may be required by the Line Manager, commensurate with the level of the post.

PILGRIMS HOSPICES – PERSON SPECIFICATION

Events Coordinator (Logistics and Operations) – HW

This person specification sets out the essential and minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

Attributes	Criteria	Criteria Reviewed At		
		Application	Interview	Essential
EXPERIENCE	Person Specification			
	A preference of 1 years' experience in overseeing stock management. Including coordinating event kit, equipment and branded trading goods. To either be recorded on database solutions.	X	X	X
	A preference of 1 years proven track record of customer focussed employment either in the charity sector or able to demonstrate transferable skills from the commercial sector	X	X	X
	Demonstratable experience and proven ability to be professional, proactive and highly organised	X	X	X
	Able to work under-pressure, meet deadlines and results driven with a flexible supportive and collaborative approach	X	X	X
	Proven ability and integrity to handle complex and sensitive enquiries and data; understanding confidentiality issues (appropriate support training will be given)	X	X	
	Experience of using databases to monitor communications and evaluate data using appropriate metrics (desirable).	X	X	

	Experience or interest in the use of data or digital technology, apps, route mapping software and IT solutions (desirable).	X	X	
	Experience of coordinating the purchase and production of materials/kit and managing suppliers and invoicing.	X	X	X
	Experience of working as part of a team and contributing to team plans and activities.	X	X	X
SKILLS/ ABILITIES	An understanding of the principles, methods and management of events, challenge and supporter led fundraising.	X	X	
	An understanding and skills regarding the principles of relationship development either commercially or ideally charitable.	X	X	X
	Excellent verbal communication skills to engage, motivate and respond appropriately to a wide range of stakeholders.	X	X	X
	A broad knowledge and understanding of the principles of marketing and use of social media to promote fundraising activities (use of social media is essential).	X	X	
	A high level of numeracy and able to monitor and evaluate stock movement plans and event logistics performance.	X	X	
	Able to recruit, develop and train, motivate and manage individuals and teams of volunteers to give of their best.	X	X	
	Able to use interpersonal skills to engage effectively with others, understand motivations and respond appropriately.	X	X	X
	Good IT skills – able to use of word-processing, PowerPoint, databases, email and social media.	X	X	X
QUALIFICATION/ TRAINING	Educated to GCSE level or equivalent	X	X	
	Evidence of a commitment to continuous personal development	X	X	X
OTHER REQUIREMENTS	A full UK driving licence with access to own vehicle for business use and willingness to travel throughout the designated area.	X	X	X
	Due to the nature of this role and the logistics involved; it is essential that you are able to drive Pilgrims fleet of vehicles. This includes Luton lorries, long-wheel-base transits, chiller vans and hybrid transit vehicles.	X	X	X
	Able to work weekends and evenings as required. Appropriate time off in lieu will be given.			
	Able to erect extensive fundraising equipment including: gazebos, branding, tables, catering equipment, stages, weights, displays, stands, route signage & transportation of fundraising collateral. During the peak event season (Summer and Festive) there is concentrated and busy activity relating to logistics and operations for events and being physically active is required for this role. Manual handling & specific training will be given.	X	X	X

Date Written: February 2023