

## Job Description

**Job title:** Challenge Events Officer

**Responsible to:** Events Manager

### Job Purpose:

As our Events Officer, you'll help deliver fundraising events that bring in vital income and create a great experience for supporters. This is a hands-on, delivery-focused role with a strong emphasis on administration, participant management, and logistics. A significant proportion of this role (approximately 70 – 80%) is desk-based, involving data management, communications, and process co-ordination.

You'll be involved in our third-party fundraising events (events run by external organisers where supporters fundraise for Acorns such as London Marathon and Great Birmingham Run), as well as supporting our Acorns-run fundraising and challenge events. These include international challenges and community focused events.

You'll work closely with colleagues across fundraising, communications, finance, and hospice teams to deliver events safely, professionally, and on time, and you'll keep accurate records so we can report on participation and income, contributing directly to the charity's impact and growth.

This role is ideal for someone who enjoys organisation, processes, and delivering excellent experiences behind the scenes, as well as supporting event delivery on the day. The role involves transporting equipment to and from events, including during early mornings and late evenings. The postholder will assist with the setup and pack-down of equipment as required.


### Main duties:

#### Event planning and delivery

- > Lead end-to-end administration for the third-party fundraising events program (from sign-up through post-event follow-up).
- > Support planning and delivery of Acorns-run events and challenge events, aligned to the annual events plan.

#### Recruitment of event participants

- > Support the Events team to get new events created on the website, on relevant event platforms, and create / arrange applicable back-end systems ready for participants to register, ensuring all detail are correct.
- > Support the team to achieve participation and income targets for the 3<sup>rd</sup> party events programme.
- > Provide a high standard of customer service and fundraising support to participants, through recruitment, onboarding, and stewarding enabling them to meet fundraising targets.
- > Track fundraising milestones and deadlines; send reminders and provide practical support



to help participants stay on track. Developing and enhancing the supporter journey where necessary

- > Register participants on the correct event platforms by agreed deadlines and maintain accurate participation data.

### Supporter care

- > Experience delivering customer/supporter care via email and phone, including handling queries, managing expectations, and resolving issues before, during, and after events - responding promptly and professionally to questions and issues.
- > Keep accurate records in Donorfy (CRM database) and produce regular reports (monthly reporting and event debriefs).
- > Promote and embed cause related messaging into all events and stewardship plans
- > Ability to build, manage and develop relationships with supporters

### Financial management and reporting

- > Process event-related invoices promptly and help maintain efficient event financial administration.
- > To work collaboratively with colleagues to produce the events team monthly reports and any event specific review/de-brief reports as required.


### Event volunteers

- > Manage the request, recruitment and onboarding of event volunteers, supported by the Volunteer Engagement Team
- > Develop volunteer briefs, in line with event logistics as part of the Events team and share these with volunteers in a timely manner.

### Collaboration

- > Contribute ideas to improve the events programme and supporter experience, based on feedback and insight.
- > Develop effective working relationships across the organisation, particularly with Fundraising/Income Generation (including Retail), Marketing and Communication, Donor Experience, Finance, and Hospice teams.
- > Attend internal and external meetings required, by the Events Manager and contribute to the overall objectives of the wider Fundraising team as well as Acorns.

### Other duties:

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
  - > To contribute to the charity's fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
  - > To put the needs and interests of Acorns children and young people and their families first in all aspects of work.
  - > Contribute to organisational effectiveness through positive team-working, adhering to and modelling the Acorns Values within the team and externally to supporters.
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- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in a performance and development review process and any training and development identified to further enhance your role with Acorns.
- > Be prepared to work outside normal hours to fulfil the needs of the charity, as required by the events or activity calendar, or when requested by line management.
- > To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
- > Promote a coaching culture within Acorns
- > To carry out any other reasonable duty as requested by the Events Manager or Senior Event Manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

### Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

### Health and Safety


All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

### Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

### Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as



per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

## Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

## Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

## Person Specification – Challenge Events Officer

	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>&gt; GCSE Maths and English or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Recognised qualification in events</li> </ul>
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>&gt; Experience of work in the voluntary sector (paid or unpaid)</li> <li>&gt; Experience (paid or unpaid) within fundraising</li> <li>&gt; Proven experience managing high volumes of administration with excellent accuracy and attention to detail (e.g. databases, spreadsheets, or participant records)</li> <li>&gt; Experience of providing high quality customer care and an understanding of the supporter journey</li> <li>&gt; Experience of inputting and producing reports</li> <li>&gt; A proactive approach to work, with experience of using creative thinking to find innovative and fresh solutions and supporting others to do the same.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Some knowledge and experience of marketing and promotion</li> <li>&gt; Previous work with volunteers</li> <li>&gt; Awareness of health &amp; safety</li> <li>&gt; Canva – basic content creation tools</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>&gt; Experience coordinating events (planning, participant recruitment, participant support, and / or delivery)</li> <li>&gt; Experience managing multiple tasks, deadlines, or stakeholders simultaneously in a fast-paced environment</li> <li>&gt; Comfortable working to targets, deadlines and basic KPIs, with a proactive approach to problem solving (KPIs – Key Performance Indicators)</li> <li>&gt; Confident in using Microsoft suite - Word, Outlook, Excel, PowerPoint and learning new systems/processes</li> <li>&gt; Self-motivated, with ability to organise and plan own work, identifying conflicting demands and establishing clear priorities to meet agreed objectives</li> <li>&gt; Ability to work independently and as part of a team</li> <li>&gt; Ability to understand, exhibit and implement excellent customer service / customer care with attitude and behaviour</li> <li>&gt; Committed to building good internal and external relationships, with employees, supporters, and stakeholders</li> <li>&gt; Experience creating content for event participants</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience coordinating fundraising events of any size</li> <li>&gt; A familiarity with Donorfy or a similar CRM database</li> <li>&gt; Awareness of budgets and budget processes</li> <li>&gt; Experience with email/event platforms (e.g., DotDigital, Enthuse) or similar tools.</li> <li>&gt; Experience creating engaging and creative content for communicating to supporters and encouraging fundraising</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>&gt; Willing to work outside standard hours when the event calendar requires it (Time off in lieu – TOIL – available)</li> <li>&gt; Willingness to train and learn new skills</li> <li>&gt; Willingness and ability to travel independently throughout the organisation and region</li> <li>&gt; The role involves transporting equipment to and from events, including during early mornings and late evenings and assisting with the setup and pack-down of equipment as required.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Alignment with Acorns mission and values, and a commitment to putting children and families first</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>&gt; Build collaborative relationships across the organisation, creating a culture of cross function working</li> <li>&gt; Will challenge the status quo</li> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li> <li>&gt; Curious, always seeking to understand and improve experience of customers</li> <li>&gt; Open to change and continuous improvement</li> <li>&gt; Innovative mindset and passionate about learning</li> <li>&gt; Commitment to the Acorns strategy &amp; its success</li> <li>&gt; Driven in your approach to strive for excellence and build lasting partnerships for Acorns and its supporters</li> </ul>	



## Terms and Conditions of Employment

<b>Position:</b>	Challenge Events Officer
<b>Reporting to:</b>	Events Manager
<b>Location:</b>	Nearest Acorns Hospice (Birmingham, Walsall or Worcester)  Alongside remote working
<b>Salary:</b>	£31,110 per annum
<b>Notice:</b>	8 weeks
<b>Hours:</b>	37.5 hours per week, with work outside normal hours as required
<b>Holidays:</b>	27 days plus statutory bank holidays
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
<b>Life assurance:</b>	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

**All terms and conditions will be detailed in writing together with the Employee Handbook which must be read and observed.**