

Job Description: Events and Engagement Coordinator

Duration: Permanent

Hours: Full time

Salary: C1, London, £27,931 per annum

Location: Flexible with London base

Reporting to: Head of Engagement

Department: External Relations

Key working relationships: Event Managers, Head of Engagement, Head of Partnerships and Philanthropy, Philanthropy & Engagement Manager, Corporate Partnerships Account Manager, colleagues across the organisation, supporters/funders, young people, partners, external agencies/contractors/suppliers.

Purpose of the job

As the Events and Engagement Coordinator, you will be responsible for providing co-ordination and support to the Events team and wider organisation, stewardship of challenge event participants and supporting the development of our legacy proposition, growth in fundraising appeals and supporter engagement and communications. This role is critical to ensuring we have strong processes and ways of working to deliver our ambitious goals of raising brand awareness and tripling our income within three years (from c. £7m in 2020/21). You will be a team player who thrives in a busy and dynamic team, spotting opportunities for improvements and efficiencies as well as providing valuable support across the department.

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

Key responsibilities

- Provide coordination and events expertise and support to the wider organisation to ensure the successful planning and delivery of all events in line with our new approach to events
- Provide coordination support to the Events team through stewardship of challenge events participants
- Providing support to wider Engagement Team, support development and growth across legacies, appeals and supporter engagement and communication.

Other area of responsibilities

Events and Income Generation

- You will be responsible for managing the events inbox ensuring timely replies to all enquiries
- Ensure the events toolkit is updated and contains all the necessary information
- Responsibility for supporting colleagues across the organisation to deliver high-quality events through supporting the coordination and administrative activities needed to deliver
- Responsibility for supporting the events team with planning for events through booking venues and liaising with contractors etc
- Responsibility for stewarding challenge event participants and supporting the wider team with recruitment
- Providing support to wider team/department in growing our supporter base through supporting supporter communications
- Organising department and team meetings capturing actions and next steps
- Ensuring the capture of accurate financial information
- Ensuring all activity is meticulously tracked and reported, including maintaining accurate records on the CRM

Digital, Engagement and Communications

- Helping to improve communications to event attendees with a focus on more powerful storytelling and use of digital
- Supporting the team to develop ways to promote, showcase and celebrate opportunities with UK Youth across our social media channels and other digital platforms
- Supporting the Event Managers to ensure the attendance of key audiences at UK Youth events, maximising the opportunity to improve engagement and demonstrate the impact of our work and their connection to our cause
- Providing support to Philanthropy & Engagement Manager keeping track of individual donations, support with thanking and communications. Providing funder research and prospecting on individuals as required
- Coordinating monthly reporting, gift aid claims and management of giving platforms.
- Supporting with the dissemination and writing of creative copy for monthly supporter newsletter
- Managing event and individual supporter contacts on the CRM, ensuring GDPR compliance and that records are maintained and accurate

Strategy and Performance

- Ensure all donations are accurately recorded and recognised, working closely with the finance team
- Ensure that the CRM is up to date and accurate at all times
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Coordinator behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to effectively communicate with others, incorporate others perspectives and build good rapport with colleagues
- Able to take personal accountability for key work areas and understand individual accountabilities within work areas and make links to evidence to inform decisions.

Person Specification: Events and Engagement Coordinator

Experience

- Experience of events and/or fundraising
- Providing administrative and co-ordination support in similar organisation
- Experience of working in a busy team and organisation

Knowledge, skills and understanding

- Knowledge of the events and/or fundraising sector
- Knowledge and understanding of the needs of young people, the youth sector and UK Youth
- Excellent interpersonal skills including relationship building, influencing and negotiating with a wide range of people, using tact and diplomacy
- Excellent IT skills including use of Microsoft Office Outlook, Word, Excel and PowerPoint
- Excellent organisational skills with the ability to manage and take responsibility for own workload, handle multiple priorities and to work independently

Personal qualities

- A 'can-do' and flexible approach with ability to adapt to changing priorities, including a willingness to travel and work occasional evenings and weekends when necessary
- Outcomes-focused and target-driven
- Ability to work independently and within a team
- Passionate about supporting young people
- Strong storyteller and communicator
- Honesty and integrity
- Brave and ambitious
- Open to new ideas and creative thinker.

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.