

JOB DESCRIPTION

Job Title:	Special Events Assistant
Directorate:	Fundraising and Communications
Location:	Agile working from Tower Hill, London (2 days per week) and home working
Reporting to:	Special Events and Celebrity Engagement Manager
Responsible for:	n/a

PURPOSE OF THE JOB

St Mungo's are on the streets, every day, meeting people sleeping rough. We're running hostels and emergency accommodation, giving people the time and space they need to recover. And we're here for the long haul, helping people to learn new skills, find jobs and reconnect. On any given night our work means over 2,300 people have a bed, and somewhere safe and warm to stay. We're here to end homelessness and help rebuild lives.

Special Events and Celebrity Engagement sits within St Mungo's Philanthropy Team, organising events and managing celebrity relationships to support our mission. Working closely with teams in Fundraising, particularly Philanthropy and Partnerships, the Special Events Assistant role will help plan and deliver engaging events that highlight our clients' stories and the impact of our work, inspiring audiences to start or continue their support.

KEY RESPONSIBILITIES

- Produce engaging in-person and virtual events for donors, supporters, and key audiences.
- Provide event support to the Special Events and Celebrity Engagement Manager on areas including project management, research, logistics, administration, financial coding, marketing, data management, health and safety, attendance tracking, delivery, and evaluation. The role will collaborate with fundraising teams, including Philanthropy and Partnerships, to assist with the planning and execution of events.
- Maintain good relationships with stakeholders, venues, suppliers, and other third parties. Ensure excellent service standards and negotiate rates.
- Collaborate on special events planning, researching, and developing new ideas.
- Keep accurate logs of event income and expenditure, ensuring good value for money and adherence to budgets.
- Evaluate events, report on success measures, and make recommendations for future events.
- Conduct risk assessments and attend First Aid training to ensure health and safety is adhered to at events.

Fundraising

- Contribute to meeting event objectives and financial targets. Work with Fundraising teams to ensure events are engaging, impactful, support fundraising goals and the wider fundraising

strategy.

- Build and implement project and communication plans for events, ensuring that necessary resources and stakeholders across fundraising and communications teams have been considered.
- Develop good working relationships with internal colleagues across fundraising and beyond.
- Secure gift-in-kind and support with securing event sponsors; sourcing items, experiences and other support for fundraising activities.
- Support with the review of special events and relevant fundraising processes to ensure compliance with regulations and codes of practice.
- Stay updated on relevant sector and special event information and trends, tools and competitor activities.
- Compliance with the Fundraising Regulator Code, Data Protection Act, General Data Protection Regulation, IOF codes of conduct and health and safety regulations.

Administration

- Provide administrative support with event communications, including monitoring the Special Events mailbox, responding to enquiries and RSVPs, thanking donations and co-ordinating mailings.
- Maintain accurate records on Raiser's Edge NXT database logging registrants, attendees, actions and ensuring accurate income recording.
- Coordinate production of event collateral and materials, working with designers and arranging print/digital delivery.

General

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Be proactive in reviewing and evaluating own performance - identify and acting upon areas for improvement and development.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Special Events Assistant

Use the application form or supporting statement to demonstrate your capabilities, in relation to the essential requirements in the person specification below. Where possible you should provide examples that demonstrate how you meet the essential requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities – required for your application form:

1. Experience assisting with the planning, organising, and delivery of in-person and virtual events (e.g. virtual may be webinars or large meetings with external attendees, delivered via Microsoft Teams, Zoom, or other platforms).
2. Good administrative skills and working knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), with experience or willingness to develop skills in CRM databases (eg. Raiser's Edge) and digital communication and collaboration tools.
3. Good organisation and prioritisation skills, with the ability to manage your own time, multiple tasks and priorities in a busy team environment.
4. Good written and verbal communication skills, including handling enquiries and situations professionally, providing excellent customer service, and building effective working relationships with a range of internal and external stakeholders.

Experience, Skills, Knowledge and Abilities – assessed at different stages of the recruitment process:

5. Enthusiastic, results-focused individual with a proactive attitude, experience of achieving targets and objectives and a willingness to learn and improve.
6. Experience assisting in various stages of event management, from planning to execution to evaluation.
7. Good organising and budgeting skills, attention to detail, and the ability to prioritise a varied workload.
8. Ability to work as part of a team to ensure the team meets its goal and willingness to collaborate and build relationships with a variety of different people.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality.
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.