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Terrence Higgins Trust



Job Description

Job Title	Challenge Events Officer
Reports to	Senior Community and Events Officer
Salary grade	C34
Hours of work per week	35
Geographic remit	Remote, with occasional travel to London
Where role will be based	Cally Yard, Caledonian Road, London

Job purpose:

The Community and Events Fundraising team is responsible for raising money through active challenge events and community sources including venues, fundraising groups and ambassadors and other community organisations across the UK.

The Challenge Events Officer will manage a broad range of running and challenge events including London Marathon, Royal Parks Half Marathon, London 10k as well as any own place challengers. The role will also support on flagship campaign World AIDS Day; working on various fundraising active challenges within the community.

This role will be on an initial 15-month contract as part of a maternity leave cover, with the opportunity to apply for a permanent role once the initial contract finishes.

Main duties of the role:

1. Play a vital role within the Community and Events team, working alongside the team to deliver the active challenge portfolio
2. Manage recruitment, pre and post event support and logistics for all running and challenge event teams.
3. Meet or surpass income targets as defined by the operational plan.
4. Manage relationships with fundraisers providing fundraising ideas and materials and delivering excellent supporter care

5. Support development of new active challenge events and products, using supporter insight to ensure that our fundraising is led by our supporters' preferences and behaviours.
6. Work with and support the Trust's regional centres to engage in regional active challenge events.
7. Ensure excellent standards of customer care for all supporters, ensuring all enquiries are responded to in a timely manner and all donations are thanked promptly and appropriately.
8. Ensure a high standard of knowledge of Terrence Higgins Trust's services and communicate this effectively to supporters and event participants.
9. Fulfil any other responsibilities which are commensurate with the grade

10. Person specification

Criteria assessment methods: Application = A; Interview = I; Test = T

Experience/Skills		Essential/ desirable	Assessment method
1	Experience of meeting or exceeding targets from sponsorship-based fundraising activities across running and challenge events	E	A,I,T
2	Experience of organising and managing third-party challenge events from liaison with event companies; to training days; to on-the-day logistics	E	A, I
3	Experience of working with and developing relationships with individual fundraisers	E	A, I
4	Experience of marketing active challenge events to a targeted audience.	E	A, I
5	Experience of developing and delivering a robust stewardship journey for active challenge fundraisers	E	A, I
6	Experience of working on budgets, including income and expenditure budgets across an active challenge programme	E	A, I
7	Excellent interpersonal and verbal communication skills and excellent written skills including strong copy writing skills	E	A, I, T
8	A supporter focussed approach, using insight to deliver great experiences	E	
9	Ability to work under pressure, plan and prioritise work effectively and meet deadlines	E	A, I
10	Experience of working with Raiser's Edge or another fundraising software package and of Microsoft Office and Excel	D	A, I, T
12	Knowledge and understanding of the charity sector and relevant fundraising codes of practice	D	I