

Job Title:	Community and Challenge Events Officer
Reporting to:	Head of Community and Challenge Events
Direct Reports:	N/A
Salary:	£31,350
Location:	Head Office, Central London. Hybrid option available with minimum of 2 days in the office.
Hours & Basis:	Monday – Friday, 9am – 5pm

About this role:

We are looking to recruit a talented Community and Challenge Events Officer to help grow our community and challenge events portfolio. You will be joining a small but dynamic team consisting of a Head of Community and Events, Community and Challenge Events Manager, and Community and Challenge Events Assistant. You will play a key role in raising a team income of £650k for 2024/25. At a time when interest in children’s mental health has never been stronger, this is an exciting time to be joining our dynamic organisation and make a real and tangible difference to children’s futures.

This is a fantastic opportunity for someone who is highly organised with excellent project management skills, attention to detail, creativity and a passion for delivering excellent customer service.

Key Responsibilities:

The post holder will play a key role in enabling the Community and Challenge Events Fundraising Team to deliver their work effectively and ensure high-levels of customer service to our supporters.

- Project manage some of our key community and challenge events activities including: London Landmarks Half Marathon, Manchester Marathon, and Schools Fundraising. This will include budget management and reporting, setting and delivering project plans, marketing plans and stewardship plans, and evaluating events to feed into future iterations.
- Play a key role in the successful delivery of our flagship event Children’s Mental Health Week, including project management of various elements.
- Support on the wider community and challenge events portfolio to help ensure team income targets and participant numbers are achieved.
- Foster positive relationships internally and externally, including with: the Community and Challenge Events Team, wider fundraising team, internal stakeholders such as the digital and marketing team, and external providers.
- Provide excellent customer service to our supporters, ensuring that the support they receive is first class, based on organisation and sector insight, and that it maximises income and long-term support.
- Support the Community and Challenge Events Assistant with sending out materials to supporters.
- Carry out administrative tasks as required, and assist with the development of administrative procedures to enable the team to function effectively.

- Ensure all supporter data is logged accurately on the fundraising database, Charity CRM, and that key information is easily reportable.
- Develop and maintain up to date knowledge of charity law and best practise in the area of challenge events fundraising.
- Build an understanding of the work of Place2Be and be able to talk about this confidently with supporters.
- Provide information and advice regarding the community and challenge events fundraising programme to colleagues in other teams, as requested.

What you will need:

- Experience of leading or supporting on community and/or challenge events fundraising
- Excellent customer service skills both written and verbal, with an ability to communicate with a wide range of people both internally and externally
- Experience of project management
- Excellent attention to detail and pragmatic approach to problem solving, with ability to generate ideas and solutions
- Experience of working with databases/CRM systems
- Proven track record of effective administrative work in private / non-profit organisation
- Good working knowledge of MS Office applications, in particular Microsoft Word and Microsoft Excel
- Experience of supporting team members on projects and tasks
- Ability to plan, prioritise, and use own initiative and meet multiple deadlines
- Can demonstrate a pro-active and flexible approach with the ability to collaborate and work well in a team
- An understanding and awareness of Place2Be's Diversity and Inclusion plan and a personal commitment to equality of opportunity
- A strong commitment to our values and ability to demonstrate these in your work: Perseverance, Integrity, Creativity and Compassion. <https://www.place2be.org.uk/about-us/our-work/our-mission-vision-and-values/>.