

Job Description

Our charity

We're Breast Cancer Now, the charity that's steered by world-class research and powered by life-changing care. We're here for anyone affected by breast cancer, the whole way through, providing support for today and hope for the future.

If we all act now, by 2050, we believe everyone who develops breast cancer will live and have access to the care to live well.

Job title	Community and Events Executive
Directorate	Fundraising, Communications and Engagement
Team	Community and Events Team
Job title of reporting manager	In Memory Manager
Job title(s) of direct reports	N/A
Document created (Month and Year)	October 2021

Overview of directorate

The Fundraising, Communications and Engagement Directorate is responsible for engaging new and existing supporters and building relationships with them to enable us to provide the growing income Breast Cancer Now needs to deliver its vision that by 2050, everyone who develops breast cancer will live and live well. We look to develop long term, holistic relationships with supporters, maximising all the ways they can help – giving or raising money, volunteering, campaigning or helping share awareness messages.

We fund the brightest minds to discover how to prevent breast cancer, how to detect it earlier and how to treat it effectively at every stage. With over 55,000 women and around 350 men being diagnosed each year with breast cancer and over 11,500 women dying from the disease, we urgently need to raise more money to save lives.

Job purpose

You will be a member of the Central Community and Marketing Team, which sits within Community and Events Fundraising, along with the Events Team and the Regional Community Fundraising Team.

The post holder will work closely with the In-Memory Manager, to deliver excellent in memory stewardship, manage in memory processes and assist with project work.

The post holder will also support the wider Community and Events teams, helping to deliver upcoming events and campaigns, and will provide administrative support to the Assistant Director and Heads to ensure the smooth running of the team throughout the year.

Key tasks and duties

Assisting the In-Memory Manager:

- To work closely with the In-Memory Manager to ensure that all in memory supporters receive outstanding stewardship in a timely manner and feel valued by the charity.
- To support the In-Memory Manager in ensuring in memory processes run smoothly, including database management and thanking by post, email and telephone.
- To assist the In-Memory Manager in raising the profile of In Memory fundraising across the organisation, ensuring other teams understand and appreciate the function and provide consistent stewardship around in memory motivations.
- To take an active role in your own personal development, with a focus on in memory fundraising.
- To assist the In-Memory Manager with project work, including marketing mailings, research, producing marketing materials and external promotion of in memory giving.
- To work with the In-Memory Manager in managing the Fund in Memory online tribute pages on the website, updating content and providing support and stewardship to people who use the site.

Cross team support:

- To support individual teams at key points throughout the year to help deliver fundraising events, activities and campaigns from both Community & Events.
- To help the wider teams deal with all enquiries and sending out fundraising materials.
- To assist wider teams with individual processes around stewardship and thanking.
- To liaise with the Finance department on behalf of the team for invoices and purchase orders, staff/volunteer expenses, using ebis.
- Coordinate monthly credit card reports for the team, ensuring correct coding and payment are adhered to.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

Assisting the Assistant Director and Heads

- To work closely with the AD on team and organisational wide projects and assist the AD and Heads in producing management information.
- To maintain and organise the diary of the AD, arrange relevant meetings, write agendas, take and circulate minutes and deal with enquiries as appropriate.
- Ensure the smooth communication of information from the AD to the Heads and team and vice-versa, circulating key organisational deadlines for appraisals, planning, budgets and monthly financial reports.
- To collate monthly financial reports for the Heads and team.

Person Specification

Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- Experience of providing high quality customer or supporter care across phone, email and face-to-face.
- Relevant and demonstrable experience of working in a busy and fast paced environment and the ability to simultaneously manage a wide range of tasks.
- Experience of administration with excellent skills in this area.
- Experience of undertaking projects independently and seeing projects through to completion.
- Experience of and commitment to high quality customer care practices.
- The ability to juggle a wide range of activities, prioritise own workload, deal with conflicting demands and meet tight deadlines.
- Substantial experience of Microsoft Office including Word, Excel, PowerPoint, Outlook and competent typing skills.

It is **desirable** for you to have the following qualifications and experience:

- Experience working in the voluntary sector, across in memory, community or events fundraising, or supporter care.
- Experience of sourcing suppliers, managing quotes and working with designers, printers, marketing agencies and other suppliers.
- Relevant experience working with financial procedures.

Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Excellent communication, interpersonal and networking skills. The ability to be professional, approachable, friendly and constructive in their dealings with the public and other members of staff, with an ability to connect with people at all levels.
- Excellent attention to detail and methodical approach.
- A creative and enthusiastic approach.
- Excellent planning, record keeping and organisational skills.
- The ability to work as part of a team and on own initiative.
- Ability to maintain confidentiality regarding client information at all times.
- Ability to show tact and discretion when dealing with sensitive and confidential information.

- A willingness to work variable hours, with occasional weekend and evening work and to travel within the UK (you will receive expenses and time off in lieu for this).

Knowledge

It is **desirable** for you to have the following level of knowledge:

- A passion for Breast Cancer Now's vision and mission.
- An awareness of cancer issues.

Role Information

Key internal working relationships

You will work closely with the following:

- Colleagues within The Fundraising, Communications and Engagement Directorate and Finance Team.

Key external working relationships

You will work closely with the following:

- Supporters of the charity
- Suppliers and third parties

General information

Location of role	<p>Although the role is based in our London office, Breast Cancer Now will be following a blended approach between office and home working with a minimum of two days per week in the office for full-time staff members.</p> <p>The address of the office is: Ibex House, 42-47 Minories, London EC3N 1DY</p>
Hours of work	<p>35 per week, Monday to Friday</p> <p>All members of the Community & Events team are required to work from the office each Thursday.</p>
Contract type	Permanent
Medical research	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.</p>
Conflict of interests	<p>You will be obliged to devote your full attention and ability to your paid duties. You should not engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.</p>
Immigration, Asylum and Nationality Act 2006	<p>You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.</p>