

Events officer

Job pack

About the Association of Charitable Foundations

The Association of Charitable Foundations (ACF) is the membership body for UK foundations and grant-making charities.

Founded in 1989, we have over 430 members who reflect the diversity of the foundation sector, including family trusts, corporate foundations, broadcasting appeals and livery companies, which fund a very wide range of charitable causes.

Our values guide our work

- We care
- We are open
- We are evidence based
- We are ambitious

Our strategic objectives



What is a foundation?

Foundations are charities with private, independent and sustainable income that usually fund or support individuals or other organisations.

About the role

This is a great time to join our friendly team, working at the heart of ACF in a key role for our organisation. The events team works across the organisation and closely with colleagues in the marketing and communications team, investment learning programme as well as colleagues in the external affairs team.

The last 18 months have seen a lot of development for ACF. We have launched a new website and Customer Relationship Management (CRM) system (called iMiS), adapted to hybrid working, grown our membership and developed our membership offer. But there is plenty more to come!

We are looking for an events officer to support the events manager and other key members of staff in the organisation and delivery of the learning and events programme. ACF's events include network meetings, cross organisational events, seminars, and annual conference. This role is an integral part of the team who will ensure the learning and events strategy is delivered successfully and that ACF's members needs are met.

This is a general events role, giving exposure to a broad range of events which are being hosted both online and in person. It is ideal for someone who wants to gain experience of events and the event lifecycle whilst ensuring high customer service levels are delivered.

You will gain hands-on experience of our new CRM system, website content management system which includes our event booking system, online event delivery platforms (Zoom and Microsoft Teams), email communications and administration. You will develop close working relationships with all colleagues, be able to see the impact of the team's work and learn new skills for your developing career.

The role will suit someone who is organised, detailed, and enjoys following processes. We are a relatively small team (18-strong) so you will need to be both a self-starter and a team player, prepared to roll up your sleeves to get things done.

What you'll do

- Assist the events manager in the organisation and administration of all ACF's events, this will include using the iMiS computer system
- Assist and support members with event enquiries responding in a helpful and timely manner
- Assist guests with the delegate journey and event booking process
- Support the delivery of ACF's online events using, for example Zoom or Microsoft Teams

- Support the delivery of ACF's in person events, including managing event checklists, ensuring room set up, Audio Visual and catering are correct, welcoming and supporting guests
- Assist with website maintenance and improvements to our online communities
- Support the preparation of regular and ad hoc external email communications
- Support the coordination of event activities across the organisation by maintaining an events calendar and assisting colleagues with booking dates for events
- Assist the events manager in collecting and reviewing feedback from event attendees

What you'll bring

- Strong organisational and administration skills
- IT skills; this could be from education, work or leisure and include things like experience of databases, websites, Microsoft/Google applications or social media
- Developed ability to manage your time and prioritise your work
- Strong customer service skills with the ability to communicate clearly and concisely
- An awareness of event processes and logistics with an interest in developing a career in events
- Attention to detail
- A thirst for learning and a willingness to get stuck into a hands-on role to help things to run more smoothly

Benefits

ACF has developed a range of benefits to enable staff to perform and be supported in times where personal situations change. Annual leave is 25 days per year, plus all the bank holidays, as well as time off during Christmas and New Year which does not affect the leave above. We will also make a pension contribution of 10% of base salary into Now Pensions on your behalf.

We have a generous sick leave policy to support staff in the event of illness or accident, and a Parental, Maternity and adoption leave policy designed to support staff significantly above our legal obligations.

ACF is currently using hybrid working, with staff able to work from home some of the working week, and we will ensure that any working from home is supported by appropriate equipment. ACF is also open to flexible working arrangements.

The application process

ACF uses Be Applied <https://www.beapplied.com/> as its recruitment platform to remove as much bias as possible during the recruitment process. Candidates will complete questions on the platform, which are scored for every candidate who completes an application by a suitably trained and qualified panel. Those selected to be interviewed are as a result of these scores; we do not take CVs into account at this point in the process.

Interviews are currently taking place online, with the structured questions shared in advance to enable candidates to prepare thoroughly. The Panel will independently score each candidate's responses with a review of candidates' summary scores only when all interviews are completed.

Communication will be via email through the platform and managed independently by ACF's HR team. Any support a candidate needs can be directed to recruitment@acf.org.uk which will not impact their application, negatively or positively.

All candidates who apply for the position will receive feedback from the panellists at the conclusion of the process to support your future applications.

Application Link: <https://app.beapplied.com/apply/lfnleqh8ng>

Application deadline: 11.59 pm Monday 4 July 2022

Interviews to be held: Week commencing 11 July 2022. Interviews will take place on Microsoft Teams or Zoom. Please let us know in advance if you require any reasonable adjustments for any interview.



Job Description

1. JOB DETAILS

Job Title: Events Officer

Location: London, Head Office

Responsible To: Events Manager

Responsible For: NA

Hours: 35 per week

2. JOB PURPOSE

To support the Events Manager to deliver our full programme of learning and events including coordinating our networks, training, seminars and annual conference.

To assist in the delivery of the learning & events strategy and ensure members needs are met.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1

Assist in delivering the learning and events programme including ACF networks and their online communities, training and professional development programme, roundtables and forums, annual conference and other emerging learning and development opportunities including peer mentoring with the aim of ensuring ACF members and delegates are supported to be ambitious and effective in the way they use their resources for social good.

Support the Events Manager to ensure successful delivery of events to meet members and ACF needs.

Support the Events Manager with delivery of the delegate journey including handling delegate bookings, ensuring accurate room set up, supporting online event requirements, informing delegates and presenters, hosting events etc to ensure successful delivery.

Provide individual interventions in the event lifecycle to ensure customer service needs and ACF values are met.

Assist the Events Manager in the successful delivery of cross organisational ACF events.

Support the Events Manager to implement effective processes and ways of working on to the IMIS computer system, to both improve delegate experience and the quality of events data for ACF.

3.2 Key Contacts – Internal & External

Internally –

Head of Learning and Networks
Head of Investment Learning Programme
Senior Membership Manager
Senior Marketing and Communications Manager
Events Manager
Senior Policy and Engagement Officer
Marketing and Communications Officer
Data Officer

Externally –

Members
Network Convenors Speakers, trainers and facilitators
Official Partners and other commercial supporters
Key stakeholders and partners
Sponsors
Suppliers

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by ACF
- Complete mandatory training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.4 General

- Be aware of and adhere to ACF's policies at all times
- Commitment to follow and implement ACF Diversity, Equity and Inclusion (DEI) values
- Take part in progress/performance reviews throughout the year
- Cooperate with other departments
- Attend training courses and complete online training modules as required to meet the requirements of the post

- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by the Trustee Board which are reasonably within the scope of the role

3.5 Other

- Apply the ACF's values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of ACF

Job Title

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training		
Experience		
Knowledge		Awareness of events and logistics
Skills	IT Skills Attention to detail Developed organisational skills Developed time management skills	Office 365 Developed customer service skills
Personal attributes	Organised Flexible Resilience Rational compassion and empathy Passion for Philanthropy	
Additional requirements	Interest in furthering career in event management	