

## **NORDOFF & ROBBINS**

<b>Job Title:</b>	Events Officer
<b>Accountable to:</b>	Events Manager
<b>Location:</b>	London/Hybrid working (Minimum 2 days in the office and 3 days WFH)
<b>Working Hours:</b>	40 hours per week, (may include some evenings and weekends as required)
<b>Contract type:</b>	Permanent
<b>Annual leave:</b>	31 days pa plus bank holidays
<b>Salary:</b>	£33,238 plus £1,500 London Weighting (where applicable) total £34,738 pa

### **About Nordoff and Robbins**

We stand for music and believe in the value of music for all people in our society. Every day we use the power of music to enrich the lives of people affected by life-limiting illness, trauma, isolation, social exclusion or disability.

As we emerge from the pandemic our goal is to bring more people together through the power of music. We can only do this if we pioneer creative new approaches to marketing, communications and digital that help us engage more people and grow our fundraising.

We need courageous, curious, agile, innovative change makers and music lovers like you to make this happen. This role is your chance to help us achieve our ambitious goal of transforming more people's lives through music.

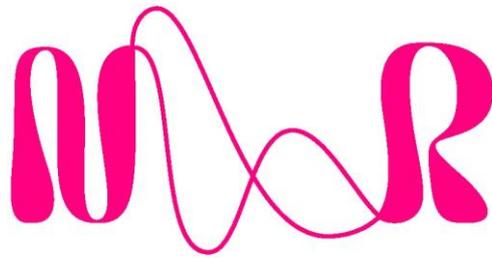
### **Our culture**

At Nordoff and Robbins everyone has a role to play in building and nurturing our inclusive culture. If you join our team, you will be encouraged to be yourself and we want everyone to feel a sense of belonging.

This role is full time.

We offer:

- Flexible working, with a minimum 2 days in the London office
- Salary sacrifice benefits including cycle to work.
- A true People First charity with training and career development as part of our core.
- An inclusive culture where you will feel a sense of belonging.
- Lots of music!



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### **Our Events**

Our events are our single biggest source of income. They give us a chance to spread awareness of our work and the difference it can make to people's lives. They're also great occasions in their own right, a chance for people to come together in a vibrant, celebratory atmosphere. Because music is part of our DNA, many of our events are tied in with the music industry, but others are open to the public.

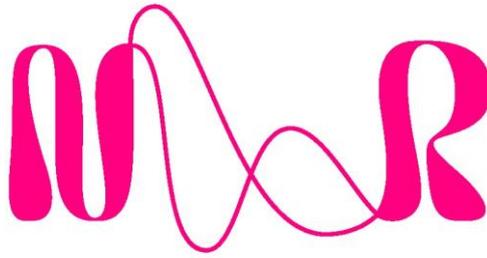
### **About the role**

The Events Officer will support the Head of Events and Events Manager to successfully deliver all our portfolio of events. You will also lead on the operational delivery of some of our events as directed by the Head of Events and Events Manager. You will also work closely with the Events Assistant to ensure the smooth running of the events team, including supporting them with sourcing prizes, overseeing ticket sales and administration.

This role is subject to a basic DBS check as standard.

### **What you'll be responsible for:**

- To support senior events management with the operational delivery of the portfolio of events
- To lead on the operational delivery of events as directed by the Head of Events.
- To advise the events assistant and support them as first point of contact for key events, as agreed by senior events management, overseeing ticket sales and liaising closely with event attendees as required.
- To work with the events assistant to ensure all event materials are prepared and set up on the day of an event.
- Working with the events assistant, to be responsible for packing up/distributing all auction and raffle prizes post event and liaising with auction winners.
- To maintain accurate event budgets as necessary, using the charity CRM system (Salesforce) and working with finance team to reforecast as necessary, and as guided by senior events management.
- To work collaboratively with the events team and the wider fundraising, communication & engagement teams to achieve overall departmental KPI's and non-financial KPI's.
- To ensure that fundraising events activity achieves or exceeds objectives.
- To work with the wider events team to deliver a full post event evaluation.
- To work alongside the team to continuously develop our network of supporters and ambassadors through identifying key event attendees.
- To lead on the use of the charity CRM system (Salesforce) to ensure that it is updated in a timely, accurate and appropriate way.
- To oversee as necessary the event assistant's co-ordination and organisation of event related London Centre/Activity supporter visits



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- To cover the events assistant as required, such as minute taking at committee meetings.
- To support collaborate with the Partnerships team with sourcing of prizes and to ensure that a list of companies to approach for raffle /auction items to actively maintained.
- To lead on the presentation of all auction prizes at events and event materials.
- To support the events assistant during busy periods with addressing and posting out event tickets, organise bikes, cars, collections etc
- To support the events assistant with updating the events calendar and event overviews as necessary
- To liaise with the Engagement & Communications team on updating the event pages on the charity website.
- To lead on data collection at all events.

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### Finance & Record Keeping

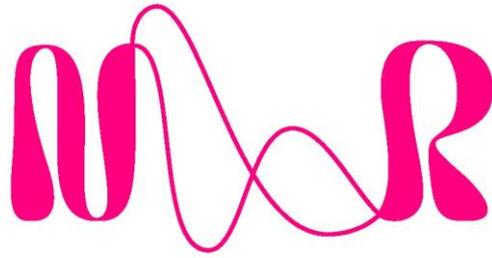
- To actively maintain event budgets as guided by the finance department, and senior events management
- To be an active member of the monthly finance meetings
- To raise invoices and maintain accurate records, checking status, chasing, and alerting the wider team on a regular basis of any issues
- To ensure all event information is accurately recorded on the charity CRM (Salesforce).
- To assist events team with the maintaining of internal guidance, policies and procedures related to events, as directed by senior events management including health and safety, fundraising standards, practices and policies.

### Your skills

#### **CORE SKILLS**

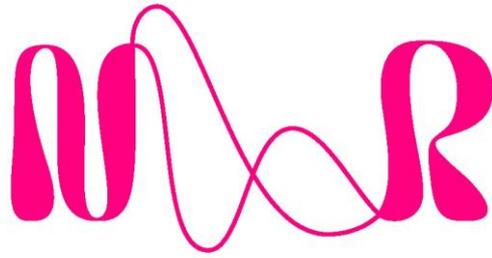
These are the key skills which you'll bring to the role

<b>Skills and knowledge</b>	<b>Why this matters</b>
Strong IT skills (Excel, Word, PowerPoint) and experience using a Salesforce database	There are a wide range of documents, databases and programmes used within the events team. You will need to be confident and efficient at using all software
Good financial planning skills, including budgeting & invoicing	An understanding of the financial side of how an event is run is important as the team are close to the income and expenditure at N&R.



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<p>Excellent organisational and time management skills with strong administrative skills as well as attention to detail</p>	<p>Running events requires a lot of planning, therefore, administrative and strong attention to detail is very important.</p> <p>This role will also need to communicate clearly and effectively with all N&amp;R Supporters and Donors to maximise engagement to generate income</p>
<p>Excellent interpersonal and teamwork skills</p>	<p>This role requires frequent communication and involvement within the Events team, wider Nordoff and Robbins teams, external organisations, donors and stakeholders.</p>
<p>Excellent written and verbal communications with the ability to communicate effectively and professionally with different internal and external audiences</p>	<p>This role requires a competency in written communication via email and on administrative documents, as well as frequent communication on the phone/Zoom meetings.</p>
<p>Confidence to speak with a broad range of supporters and donors and excellent telephone manner</p>	<p>As a representative of N&amp;R, you will need to demonstrate warm, clear, and effective communication when contacting external donors, and colleagues across the organisation.</p>
<p>Ability to work independently, flexibly and as part of a team. Able to re-prioritise workload when urgent things come in but still be able to achieve longer-term objectives.</p>	<p>There are times when workloads will be heavier, and it is crucial to be able to effectively balance multiple tasks at once, prioritise and manage varying deadlines.</p> <p>A self-starter who is resourceful with the ability to manage own workload and supporting the activities of a team.</p>
<p>Able to, on occasion, travel more widely for other relevant activities</p>	<p>We have a huge portfolio of events at various venues, and we may require you to travel to and from those events</p>
<p>Experience working in a team which is working towards achieving income targets</p>	<p>For the understanding of working to strict budgets and restricted expenditure</p>



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### ADDITIONAL SKILLS

These skills aren't essential, but we would be interested to hear if you have skills in these areas

Experience	Why this matters
Experience working with fundraising volunteers	We have volunteers who support our events which is a vital resource for the charity.
Experience of collaborating with cross functional teams, supporters, donors and volunteers	Your experience will help build strong, collaborative relationships with colleagues in the Events team and across Nordoff Robbins, and amongst our volunteers, supporters and donors based on innovative, shared goals and values so we can achieve more great results together.
An interest in music and/or music therapy	Our colleagues are all passionate about the potential for music to enrich the lives of those living with life-limiting conditions, disability, or those in social isolation. It's important that all members of the team share our values to best support the work.