

NORDOFF & ROBBINS

Job Title:	Events Assistant
Accountable to:	Events Manager
Location:	This is a full-time position working 2 days per week on-site and 3 days working from home. Due to the nature of the role, you may be required to work from our London Centre more than 2 days per week when events are taking place.
Working Hours:	40 hours per week, (may include some evenings and weekends as required)
Contract type:	Permanent
Annual leave:	31 days pa plus bank holidays
Salary:	£26,308.26 plus £1,500 London Weighting per annum is applicable. Total salary £27,808.26 per annum

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.

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.

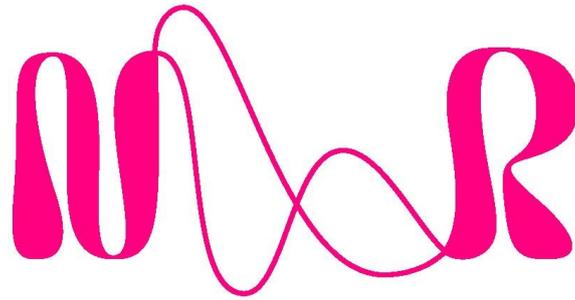
We need courageous, curious, agile, innovative change makers and music lovers like you to make this happen. This role is your chance to help us achieve our ambitious goal of transforming more people's lives through music.

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.

We offer:

- Hybrid working however, the specific nature of the role means that you will be expected to work on site 4 days each week and one day from home.
- 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.



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- Lots of music!

Our Fundraising Directorate

Comprised of colleagues in Partnerships, Trusts and Foundations, Events and Fundraising Operations, our dedicated and motivated Fundraising team plays an integral role in achieving our ambition to support more vulnerable children and adults throughout the UK by generating income to fund our music therapy services, education and research. This involves partnering with trusts, foundations and businesses, delivering events, securing sponsorship and promoting digital fundraising. We work closely with our colleagues throughout the organisation as well as many passionate supporters in the music industry and beyond.

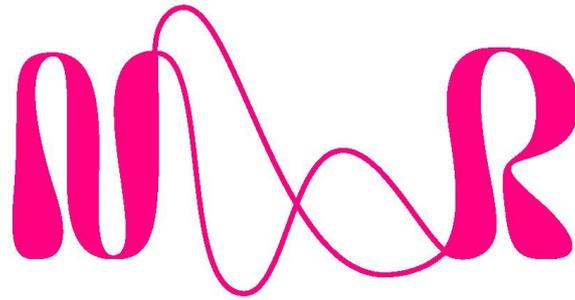
About the role

The Events Assistant will support the Events team which includes two Events Managers, an Events Officer and Head of Events to help successfully deliver all our portfolio of events by providing first class administrative support. You will also provide administrative support to the wider fundraising team as appropriate.

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

What you'll be responsible for:

- To support the Head of Events, Events Managers and Events Officer with the operational delivery of all fundraising events
- To act as first point of contact for key events, as agreed by Head of Events and Events Manager, administering ticket sales and liaising closely with event attendees as necessary
- Administering event information on databases on all CRM's; Salesforce, Project Tools and Excel
- To monitor and provide day-to-day management of event mailboxes and working with teams across the organisation as necessary
- To ensure event materials are printed ahead of event day and create packs as required
- To ensure all event materials are prepared and set up on the day, including raffle and auction
- To orchestrate event Committee meetings, including diary coordination, minute taking, and paper distribution
- To liaise with suppliers, comparing costs and ordering materials for fundraising events.



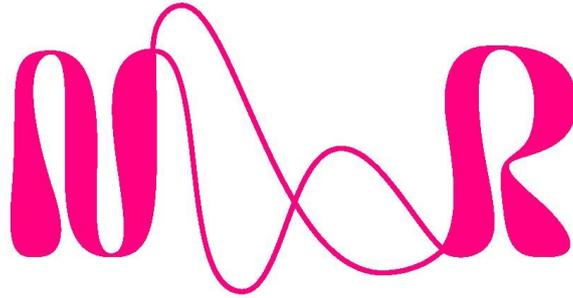
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- Event stock control: keeping track of our regular event stock and reporting when low.
- To lead on packing up/distributing all auction and raffle prizes post event, liaising with and thanking all auction winners, and updating the Post Auction & Raffle Checklist
- To actively maintain the Events Calendar, Event Overviews and Sponsor Packs, working closely with Events Officer
- To manage, catalogue and maintain event store cupboard and make sure prizes are labelled and stored correctly and list is updated
- To lead on addressing and posting out event tickets, organise bikes, cars, collections etc, working closely with Events Officer during busy periods
- To monitor event ticket lists, logging payments as and when they come in and alerting the wider teams and finance of late payments
- To support the Events Officer at Comms Calendar meetings and update Event Planning Calendar as necessary
- To be an active member of the Team meetings and lead on team meeting materials (Event Planner review, Auction and Ticket list reviews, etc)
- To support the Events Manager with brochure content collation as required
- To support the Events Officer with any website updates as required
- To lead on auction prize administration and co-ordination, cars, vans deliveries etc
- Make sure all event materials are ready to use and lead on Stock Control: Keeping track of our regular event stock (e.g. raffle tickets, wrapping materials) and replenishing when we are running low (with event management approval)
- Lead on all event delivery logistics

Other Duties

Finance & Record Keeping

- To be an active member of the Monthly Finance meetings
- Working closely with the Events Officer and Finance Officer 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 and efficiently recorded on Salesforce
- To adhere to internal guidance, policies and procedures relating to events
- To ensure all event information is accurately recorded on Salesforce and consider how to develop the Events Reports and Dashboards to provide up to date and accurate reporting for the wider team.



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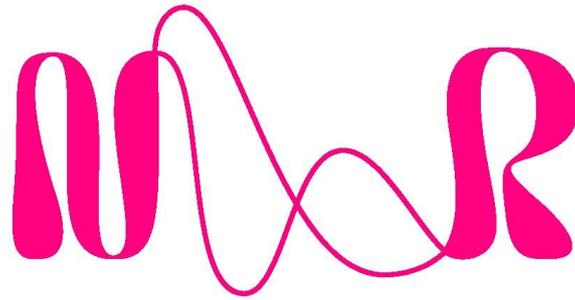
- To assist events team with the maintaining of internal guidance, policies and procedures related to events, as directed by Head of Events and Events Manager, including health and safety, fundraising standards, practices and policies.

Your skills

CORE SKILLS

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

Skills and knowledge	Why this matters
Experience and knowledge of Fundraising/Events or applicable commercial background skills	Your experience and understanding of the not-for-profit sector will be essential to maximise engagement and generate income
Strong IT skills (Excel, Word, PowerPoint), Adobe creative suite including (Publisher, In Design, photo shop, Dreamweaver) and experience using a Salesforce database	There are a wide range of documents, databases and programmes used within the Fundraising and Events team. You will need to be confident and efficient at using all software, including preparing PowerPoint presentations.
Passion and knowledge of digital (technologies, platforms) to future proof our events, including using social media in a work-related setting	Your knowledge and experience using digital technologies including social media will help future proof our events
Excellent organisational and time management skills with strong administrative skills as well as attention to detail	Running events requires a lot of planning, therefore, administrative and strong attention to details is very important.
Excellent written and verbal communications with the ability to communicate effectively and professionally with different internal and external audiences	This role requires a competency in written communication via email and on administrative documents, as well as frequent communication on the phone/Zoom meetings.
Confidence to speak with a broad range of supporters and donors and excellent telephone manner	As a representative of N&R, you will need to demonstrate warm, clear, and effective communication when contacting external donors, and colleagues across the



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	organisation.
Experience working in a team which is working towards achieving income targets	This role requires frequent communication and involvement with the wider fundraising teams as well as donors and supporters.
Ability to work independently and flexibly, able to re-prioritise workload when urgent things come in but still be able to achieve longer-term objectives	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
Able to, on occasion, travel more widely for other relevant activities	We have a huge portfolio of events at various venues, and we may require you to travel to and from those events
Experience working with fundraising volunteers	The role is responsible for supporting and managing our volunteers who are a vital resource for the charity

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 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 and 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.