



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 per annum plus bank holidays
Salary:	£29,620 plus £1,500 London Weighting per annum if applicable

About Nordoff and Robbins

Nordoff and Robbins is the UK's largest music therapy charity, with more than 60 years' experience using music to support people affected by illness, disability, trauma, isolation, social exclusion and mental health challenges.

Music therapy is a clinically recognised, HCPC-regulated allied health profession. Through music-making within a therapeutic relationship, it helps people to communicate and be more expressive, build confidence, connect with others and improve health and wellbeing.

We provide therapy through our own centres and in partnership with schools, hospitals, care homes, hospices and community organisations across England, Scotland and Wales. We also train music therapists through our accredited Master's and PhD programmes and invest in research to strengthen the impact of our work.

Using the Nordoff Robbins approach, which is practised worldwide, our work is person-centred, collaborative, flexible and strength based. Everyone who could benefit from music therapy deserves access to it because music has the power to transform lives.

Our culture

At Nordoff and Robbins, people and music are at the heart of everything we do. Participation and collaboration shape not only our music therapy, but also the way we work together. We aim to create an open, honest and supportive environment where colleagues can develop, contribute and feel a genuine sense of belonging.

We are committed to equity, diversity, and inclusion, and we want colleagues to feel able to bring their whole selves to work. We value different voices and experiences, and we are working to be representative of the communities we serve.

Our Fundraising team

Our Fundraising team includes Partnerships, Philanthropy, Events and Fundraising Operations, each playing an integral role in generating income to fund our therapy services, education and research. From bid development to delivering memorable events, securing sponsorship and supporting digital fundraising, the team plays a vital role in helping us reach more people across the UK.

Collaboration is at the heart of how we work. We work closely with colleagues across the organisation, as well as with our supporters, partners and contacts in the music industry and beyond, to create opportunities for people to take part, give generously and feel connected to our mission.

About the role

As Events Assistant, you'll support the Events team with the planning and delivery of all our portfolio fundraising events that help generate vital income and raise awareness of our work. This is a varied and hands-on role, working closely with the Events Manager and wider Fundraising team to help create positive experiences for supporters, guests, partners and colleagues.

You'll be involved in the detail that makes events run smoothly, from administration and coordination to communications, guest support and on-the-day delivery. It's a great opportunity for someone who is organised, proactive and motivated by using events to bring people together in support of music therapy.

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

What you'll be responsible for:

Event planning and delivery

- Support the Head of Events and Events Managers with the planning and operational delivery of fundraising events.
- Act as a first point of contact for key events (as agreed by the Head of Events and Events Manager), administering ticket sales and liaising with attendees as needed.
- Administrate event information on databases on all CRM's; Salesforce, Project Tools and Excel, ensuring records are accurate and up to date.
- Monitor event mailboxes day to day, responding to enquiries and working with colleagues across the organisation as required.
- Prepare event materials in advance, including printing, packing and creating event packs where required.
- Support event-day set-up, ensuring materials, raffle and auction items are ready and available.
- Coordinate event Committee meetings, including diary coordination, minute taking and paper distribution.
- Liaise with suppliers, compare costs and order materials for fundraising events.
- Maintain stock control for regular event materials, monitoring levels and flagging when supplies are low.

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Event administration and communications

- Coordinate the post-event distribution of auction and raffle prizes, liaising with winners, thanking supporters and updating the Post Auction & Raffle checklist.
- Maintain the events calendar, event overviews and sponsor packs, working closely with the Events Managers.
- Manage and maintain the event store cupboard, ensuring prizes and materials are clearly labelled, correctly stored and accurately recorded.
- Coordinate ticket posting, collections, vehicles and deliveries
- Monitor event ticket lists and payments, escalating late payments or issues to the wider team and Finance as needed.
- Support the Events Managers with Communications Calendar meetings and update the Event Planning Calendar as required.
- Contribute actively to team meetings and prepare supporting materials such as event planner reviews, auction lists and ticket list updates.
- Support the Events Manager with collating brochure content as required.
- Support the Events Manager with website updates relating to events where needed.
- Lead on auction prize administration and coordination, including arranging cars, vans and deliveries.
- Ensure event materials are ready to use, maintaining stock levels for items such as raffle tickets and wrapping materials, and replenishing supplies with event management approval.
- Support the coordination of event delivery logistics from planning through to completion.

Reporting and compliance

- Attend and contribute to monthly finance meetings, sharing relevant event updates and actions.
- Work closely with the Events Managers and Finance Officer to raise invoices, maintain accurate records, check payment status, chase outstanding items and escalate issues.
- Ensure event information is accurately and efficiently recorded on Salesforce.
- Follow internal guidance, policies and procedures relating to events.
- Support the development of Events reports and dashboards, helping to provide timely and accurate reporting for the wider team.
- Assist the Events team with maintaining internal guidance, policies and procedures, including those related to health and safety, fundraising standards and event practices, as directed by the Head of Events and Events Manager.

Your skills

CORE SKILLS

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

Skills and knowledge	Why this matters
Administrative, coordination and/or customer-facing skills, with an understanding of and interest in applying these to fundraising and events	Your understanding of the not-for-profit sector will be essential to maximise engagement and generate income
Strong IT skills (Excel, Word, PowerPoint), with some knowledge or experience of Adobe creative suite (Publisher, In Design, photo shop, Dreamweaver) and some experience using a database or CRM systems (Salesforce)	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 various 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 organisation.
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

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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 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.
Experience working with fundraising volunteers	The role is responsible for supporting and managing our volunteers who are a vital resource for the charity
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.
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.