



St Ann's Hospice

*every day makes a difference*

## Working for St Ann's

**We're proud to care**  
**We're proud to work together**  
**We're proud to make a difference**



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

**All of our team members will role model our core values...**

### *People matter*

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



### *Brave and bold*

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



### *Lead and learn*

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



### *Together we are stronger*

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



# Job Role Profile

## Events Assistant

**Salary:** Band 3 (£22,893-£ 24,397 competency framework)

**Location:** Heald Green and Little Hulton (with some home working)

**Responsible to:** Events Fundraiser

**Core Purpose :** To contribute to the income generation of the hospice by developing and delivering a programme of vibrant, successful fundraising events. Whilst providing excellent supporter journeys to our event participants and volunteers.



Your Manager: Sarah Wolstenholme

Sarah joined the hospice originally as a volunteer wanting to give back after seeing the excellent care given to herself and her family during a difficult time.

In 2019 she joined the Fundraising Team and has worked in both community and events fundraising for the hospice.

Prior to working in fundraising Sarah worked in the corporate sector for 15 years and has cover a variety of roles including customer service, technical support, billing and credit control.

For an informal chat about the role please call 07595 413 601 or email [swolstenholme@sah.org.uk](mailto:swolstenholme@sah.org.uk)

## Job summary

We are looking for an enthusiastic Events Assistant who will be responsible for supporting the Events Fundraiser in developing and implementing a programme of vibrant and commercially successful fundraising events in support of the hospice, including our successful flagship event, the Manchester Midnight Walk.

The post holder will promote St Ann's Hospice organised events and externally organised challenge events and runs and marathons to recruit participants and maximise income.

The role will also provide events support to the wider fundraising team, including but not limited to our festivals of remembrance and on site seasonal fairs

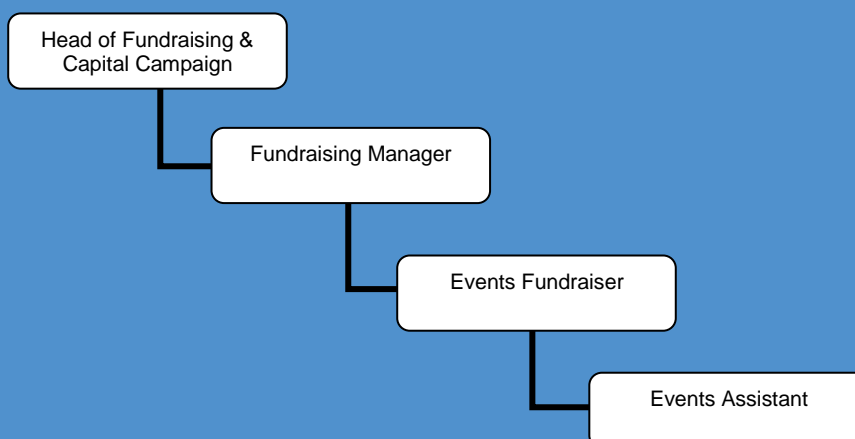
With great communication skills and a creative mind set you will be able to develop strong working relationships with key internal and external contacts.

You will be at the heart of our fundraising success, helping to ensure these vital income streams are safeguarded and increased.

You will be at the heart of our fundraising success, helping to ensure these vital income streams are safeguarded and increased.

Your work will enable the hospice to provide world-class care at an exciting time, as we head towards our capital appeal project – building a brand new hospice facility in Stockport.

## Events Organisational Chart



# Responsibilities

## The Events Assistant will:

- ✓ Provide excellent customer service across the events programme by responding to enquiries quickly and efficiently and using any communication as an opportunity to build relationships for St Ann's Hospice.
- ✓ Promote international, national and local challenge events to recruit participants and maximise sponsorship income.
- ✓ Attend and play key roles in all fundraising events, with a focus on health and safety and on the day event management (this will involve some evening and weekend work).
- ✓ Co-ordinate the distribution of promotional literature for all events.
- ✓ Ensure that all event participants receive regular supporter information and communication from the Events Team
- ✓ Support the Events Fundraiser by researching new event ideas and keeping up to date with the event industry
- ✓ Ensure all event participants information and communication is kept up on the Raisers Edge database.
- ✓ Order and co-ordinate all equipment required for all events.
- ✓ Work closely with the Fundraising support team and communications team so that they can provide effective and timely support to the events portfolio
- ✓ Work with non-fundraising teams across the hospice to ensure promotion of fundraising activity, excellent supporter care and knowledge of hospice activities.

# Requirements

## The Events Assistant will:

- ✓ Have working experience or education that demonstrates excellent communication, organisation and IT skills
- ✓ Have experience of working at events as either staff or a volunteer
- ✓ Be organised and have the ability to work with your initiative
- ✓ Have the ability to meet deadlines
- ✓ Have excellent customer service and relationship management skills
- ✓ Be a team player and willing to support other fundraisers as required
- ✓ Have knowledge of the Fundraising Code of Conduct and Best Practice, charity law and events health and safety requirements
- ✓ Have the ability to travel within the hospice catchment area
- ✓ Demonstrate a commitment to equal opportunities and diversity.
- ✓ Show commitment and motivation to the values and purpose of the hospice.

## Terms and conditions for the Events Assistant

<b>Contract</b>	Permanent
<b>Work Pattern</b>	37.5 hours (flexible hours considered)
<b>Location</b>	Cross site (Heald Green and Little Hulton) with some home working
<b>Free Parking</b>	Free parking at our Heald Green and Little Hulton hospice sites.
<b>Holiday</b>	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition, staff can buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
<b>Pension</b>	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).
<b>Life Cover</b>	All staff in the Scottish Widows Pension scheme (except for bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.
<b>Health Cash Plan</b>	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
<b>Employee Assistance Programme</b>	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
<b>Probation</b>	Six months.
<b>Notice</b>	8 weeks

**St Ann's Hospice is committed to safeguarding and promoting the welfare of adults at risk and children.**