

The Landmark Trust

Job Description

Post Title	Events and Friends Coordinator
Reporting to	Head of Development
Staff reporting into this post	None
Liaises with	Development Officer (Patrons and Friends), the Volunteer Friends Coordinators and other members of the Development team. Marketing & Communications, Engagement, Historic Estate, and other Landmark staff and suppliers.
Hours	Part-time (0.6 FTE e.g. 3 days per week)
Location	Shottesbrooke, Berkshire, with occasional travel within the UK for events.
Date of document	February 2019

Summary of the Role

The Development team is responsible for all income from fundraising to support the Landmark Trust's work. This role has specific responsibility within the team for devising, planning and executing events for current and potential supporters, and will also assist in the smooth running of the Friends supporter programme.

Much of the role will be focused on the delivery of a diverse range of small events which are part of the supporter benefits offered to Friends and Patrons of Landmark. Key to your success will be your exceptional events planning and organisational skills, high standards of customer care, and attention to detail. You will be comfortable with meeting and engaging with supporters in person, and when handling enquiries into the office by phone, email and post.

Within a team of six, you will report to the Head of Development, and work very closely with the Development Officer (Patrons and Friends). You will also liaise with colleagues across other teams including Marketing & Communications, Engagement, Historic Estate, the Director and regional members of staff.

The role is based at our offices near Maidenhead, with some travel required throughout the UK for attending events held at current Landmark buildings, those undergoing restoration and potential rescue projects, as well as other venues. Flexibility to be able to work outside of normal office hours from time to time with reasonable notice, such as for an evening or weekend event, is therefore essential.

Main Duties and Responsibilities

Events Planning and Management

- Agree with the Development Officer (Patrons and Friends) a forward programme of annual events for Patrons and Friends, and the setting of budgets and charges for these events as appropriate.
- Be responsible for delivering the Friends events programme with the Volunteer Friends Coordinators, working together to plan and deliver these events.
- Support the Development Officer as required in the delivery of the annual programme of Patrons events, and for recruitment of new Patrons.
- To support all colleagues in Development with the organisation of other events as agreed with the Head of Development e.g. evening receptions, dinners, legacy seminars and site visits to restoration projects.
- Plan and execute supporter open days at potential Landmark buildings during the fundraising phase, and the opening celebration on completion of a new Landmark.
- Responsible for planning and executing the annual Landmark lecture.
- Ensure that up to date risk assessments for each event are in place, working with the relevant regional Surveyor, Regional Property Manager, Project Manager or venue host as appropriate.

Friends

- To assist with the day to day administration of the Friends scheme by working closely with the Volunteer Friends Coordinators.
- Contribute to wider planning and strategy to recruit new Friends, and maximise the loyalty of existing Friends as donors and customers.
- Act as the default point of contact for Friends enquiries in the absence of the Volunteer Friends Coordinators, ensuring that all enquiries are dealt with in a timely way.
- Work closely with the Database & Team Administrator to complete the welcome process for new Friends supporters, and in seeking annual renewals.
- Support the cycle of regular communications with Friends utilising the range of channels available and by agreement with the Development Officer (Patrons and Friends).
- To attend Friends events where possible, and in the absence of a Volunteer Friends Coordinator as part of the cultivation and stewardship of Friends.

Financial and Database Management

- To take personal responsibility for all the administration and database requirements arising from the post holder's involvement in Events and Friends, ensuring accurate and up to date records are maintained.
- Maintain accurate records of event invitees, registrations, and attendees as required.
- Monitor and manage all income and operating costs relating to Events. Liaise with Finance to ensure information is supplied in a timely manner to meet deadlines.
- Ensure the safe and proper handling of, and accounting for, income arising from your areas of responsibility.
- Working in conjunction with the Head of Development, contribute to the setting of budgets (income targets and expenditure).
- Continually strive to improve margins, reduce costs and wastage as well as suggesting improvements in operating processes at a specific and at a general level.

General

- Comply with Landmark's responsibilities under the Code of Fundraising Practice, the General Data Protection Regulation and any other legal obligations.
- To support the Head of Development in fundraising planning and strategy.
- To work closely and harmoniously with the Director, Trustees and colleagues in all respects, including on key strategic issues affecting the future development of the organisation.
- To appreciate, and work within, the organisation's culture and to conduct all activities in a manner which promotes and enhances the Landmark Trust's character and reputation.
- Landmark is an equal opportunities employer. All staff are expected to conduct themselves in accordance with the Equality Act 2010.
- All staff are expected to fulfil their duties with due regard to their own health and safety and that of others
- To undertake any other duties as may be reasonably required in the post.
- This is an outline job description that may be subject to change in consultation with the post-holder.

PERSON SPECIFICATION

Category	Essential	Desirable
Education and Professional Qualifications	Minimum 3 A 'Levels or equivalent.	
Experience	Minimum of four years' experience of events planning and delivery.	Running a membership or supporter scheme, ideally in a charity.
	Demonstrable experience in a customer-facing role, whether in the commercial or charitable sector.	
	Managing budgets	
Competencies & skills	Ability to communicate to a high standard with a variety of audiences, both verbally and in writing, and in both formal and informal situations.	Ability to negotiate with suppliers
	Excellent organisational, administrative and project management skills.	
	IT literate and proficient in MS Office, including Word, Excel, Internet and Email, and using a database.	Experience of supporter databases in a charity.
	Excellent document presentation skills; mail and email merging.	
	Meticulous attention to detail and the ability to plan and prioritise.	
	Self-motivated with the ability to progress several tasks simultaneously and maintain timescales when working under pressure.	
	Methodical and organised approach to tasks. Ability to plan and prioritise.	
	Ability to problem-solve and think creatively.	
Other Requirements	Positive, can-do attitude with a proactive and flexible approach.	Knowledge or interest in architecture, history and/or the built environment.
	Empathy with and commitment to the work of the Landmark Trust.	
	Able to work alone and as part of a team.	
	Comfortable with change and with a willingness to learn.	
	Able to attend events around the UK, including at evenings and occasional weekends and overnight stays.	
	Full driving licence and confident using it	

TERMS OF EMPLOYMENT

CONTRACT DURATION

This is a part-time, permanent position working 3 days per week (0.6 fte).

LOCATION

This position is based at our main offices in Shottesbrooke, near Maidenhead, Berkshire.

SALARY

£22,000 – £24,000 per annum pro rata paid monthly in arrears depending on skills and experience.

WORKING HOURS

21 hours per week.

HOLIDAYS

The holiday entitlement is 25 days per annum pro rata plus pro-rates statutory holidays, increasing in stages to 30 days pro rata per annum after 10 years' service.

SICK PAY

During the first three months of employment or the probationary period (whichever is the longer) you will only be paid your Statutory Sick Pay entitlement. After this period you will receive full basic pay during any sickness absence up to 20 days pro rata in any 12 month period. The Statutory Sick Pay will be included in this sick pay. Where absence exceeds seven consecutive calendar days and in certain other circumstances, a doctor's certificate will be required.

PENSION SCHEME

Provided you meet the criteria, you will be auto-enrolled into Landmark's pension scheme.

MEDICAL HEALTH

Pro rata private health insurance, currently with BUPA, can be provided when you have been with Landmark for a year.

NOTICE

The appointment is subject to satisfactory completion of an initial six month probationary period, though this may be extended if more time is needed to assess suitability for employment. During this period the post will be subject to a week's notice on either side. A minimum of one month's notice in writing on either side applies after the end of the probationary period.

HEALTH & SAFETY

All staff are expected to observe all health and safety at work regulations as set out by Landmark in accordance with statutory requirements.

CONTRACT

The successful applicant will be required to sign Landmark's Contract of Employment.

The purpose of this information is solely to help prospective employees to understand the details of Landmark's Conditions of Employment. It is not an offer of employment and does not form part of the Contract of Employment or the Job Description.