



## Events Coordinator and Administrator

### Job Description and Person Specification

<b>Title</b>	<b>Events Coordinator and Administrator</b>
<b>Location</b>	Primarily office-based, central Norwich, with opportunities for hybrid working.
<b>Primary focus</b>	To support a team of approximately 20 staff across Norfolk with administrative and office management duties.
<b>Role type</b>	Part-time. 25 hours per week.
<b>Remuneration</b>	£26,000 pro-rata
<b>Reporting to</b>	Development Manager
<b>Additional benefits</b>	28 days holiday per annum. Pension scheme.
<b>Closing date</b>	12pm, 19 <sup>th</sup> February 2025
<b>Interviews</b>	w/c 3rd March 2025

#### About MensCraft

MensCraft is the leading organisation in East Anglia with an exclusive focus on men's health and wellbeing. Founded in 2010, we set-up the Norwich Men's Shed – one of the UK's first. By 2020 we'd changed from a Community Interest Company (CIC) to a Charitable Incorporated Organisation (CIO).

We've expanded from a handful of volunteers to a team working across the region, a central management team, based in Norwich, supported by a Board of Trustees.

Our funding derives from local and national trusts, local health and statutory organisations and private donations.

#### Role overview

The Events Coordinator and Administrator role requires an adaptable person with strong organisational and administrative skills who will maintain an efficient service in an informal and friendly environment. The right candidate will also deal, in a sensitive and sympathetic, way with a variety of enquiries and requests for support, either orally or in writing.

We are looking for someone with at least three years relevant or transferable experience. The candidate must possess a strong working knowledge of the common computer packages and I.T.

A strong organised approach is essential, as is the ability to communicate clearly and calmly with people at all levels. The post requires strict adherence to confidentiality

To allow for the changing needs of the service, this job description is subject to periodic review and may be amended from time-to-time following discussion with the postholder.

### Primary responsibilities

*The role will:*

#### Responsibilities include:

- **Event Planning:** Support the organisation and teams to develop event concepts, themes, and objectives in collaboration with stakeholders
- **Manage bookings and payments:** Handling registrations, ticket sales, and communication with attendees before, during, and after the event.
- **Compliance and Safety:** Ensuring that all events comply with relevant laws, regulations, and safety standards.
- **Budget Management:** Prepare and manage budgets, ensuring cost-effectiveness and adherence to financial constraints.
- **Venue Selection:** Research and secure venues, negotiate terms, and ensure the venue meets event requirements.
- **Coordination:** Identify and liaise with performers, associates, staff, volunteers and suppliers (caterers, etc.) to ensure quality service delivery.
- **Logistics Management:** Oversee all logistical aspects, including travel, catering, equipment, and accommodation.
- **Marketing and Promotion:** Assist the Communications Manager in promoting events through various channels, including social media, email, and print.
- Coordinate event setup and ensure all activities run according to plan.
- Post-Event Evaluation: Collect feedback, analyze the success of the event, and prepare reports for future improvements.

In addition, the following tasks are carried out meticulously and punctually:

#### *Day-to-day office management*

- Checking and forwarding messages coming into the info@ email address; dealing with in-bound post; checking phone messages.
- Liaison with suppliers over matters relating to building management, upkeep and utilities.
- To maintain bookings, records and calendar and liaise with organisations using the main office building (including cleaners).
- Maintain stationery stocks and place orders.
- To process / forward financial correspondence to the Finance Officer.
- Manage suppliers and ensure high quality value for money services including I.T. and publications.

- Ensure office equipment is regularly maintained.

#### *Services and programmes support*

- To be front of house for enquiries and to provide an initial assessment of incoming calls and correspondence and assign accordingly.
- Work closely with the Development Manager, Service Managers, Service Support Coordinator, Finance Officer and Board of Trustees to ensure the smooth running of services and the organisation.
- When relevant, attend a range of service / team meetings, take and circulate minutes. Prepare and circulate agendas.
- Providing support in relation to funding bids, including maintenance of records, mailing out of appeals, drafting of reports for delivery to funders.

#### *MensCraft systems and policies*

To provide a supporting role to the Resource Manager

- In managing customer management systems and maintenance of a contacts database, calendars, training, meeting reminders, etc.
- Assist in internal HR and financial processes including the timely provision of information for accounting, remuneration purposes and during recruitment processes.
- Maintaining a policies and procedures review cycle and ensure contractual and statutory obligations (i.e. office and services insurance cover) are met.
- Update working knowledge of standard data protection and safeguarding operating procedures.
- Ensure all staff have the required documentation to undertake the work of MensCraft e.g. DBS checks etc.
- Support the management of Health and Safety in the workplace.
- Undertake any other duties as directed by the Development Manager commensurate with the role.

#### **Qualifications:**

- Proven experience in comparable event planning or coordination.
- Strong organisational and multitasking skills.
- Qualifications in event management or a related field would be advantageous.
- Excellent communication and interpersonal skills.
- Proficiency in event management software and tools.
- Ability to work under pressure and meet tight deadlines.

This role often requires a creative mindset, attention to detail, and the ability to work collaboratively with diverse teams. If you're interested in sustainable event planning, feel free to ask for tips or resources on that topic!

**Key responsibilities typically associated with this role:**

- Cultivate and maintain strong relationships with current and potential stakeholders.
- Serve as the primary point of contact for stakeholders.
- Attend planning meetings with relevant staff and other stakeholders.
- Collaborate with senior managers and the project teams to develop strategies for income generation and fundraising that align with the organisation's goals.
- Impact Reporting: Track and report on the impact of events and activities, ensuring that funders receive timely and accurate information about the outcomes of their investments.
- Support the compilation of high-quality content for various platforms, including social media, newsletters, blogs, and press releases, to promote the organisation's initiatives and achievements.
- Plan and support the marketing and promotion of activities and events, workshops, and seminars that promote the organisation's mission and engage a wide demographic.
- Track and analyse communication metrics to assess the impact of strategies and report findings to senior management, making recommendations for improvement.
- Develop and implement plans to address any unexpected issues that may arise and protect the organisation's reputation.

The Coordinator will plan and implement all aspects of the delivery outlined:

- Work closely with other staff, in particular the Communications Manager and service managers
- Meet targets and KPIs on a quarterly basis
- Report to the Board, Management Team and funders on all related KPIs
- Build multi agency relationships and collaboration
- Manage and keep accurate data especially regarding safeguarding/GDPR.
- Manage related budgets
- Work with participants and other stakeholders in the monitoring & evaluation of individual activities and the overall effectiveness of plans
- Line manage other staff as the remit expands

**Person specification**

*Attributes / behaviours the role holder must possess to be successful*

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Proven track record of: <ul style="list-style-type: none"> <li>• supporting and assisting staff in delivering quality services.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with project evaluation/monitoring systems.</li> </ul>

	<ul style="list-style-type: none"> <li>• managing variable office functions including a CRMS.</li> <li>• providing a supporting function in managing enquiries and assessment of presenting issues.</li> <li>• managing services information in relation to contractual reporting and compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of multi-agency and partnership working approach.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Experience of project / office administration.</li> <li>• Report writing.</li> <li>• Active listening and enabling.</li> <li>• Numerate and literate.</li> <li>• Confident with using IT and a good understanding of common software packages i.e. Office, Excel.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with CRM software</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• The reality of running a small not-for-profit organisation</li> <li>• Effective office management systems</li> <li>• Of the demands of an environment that requires continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the not-for-profit and statutory sectors in Norfolk that relate to our work</li> <li>• A good understanding of the effects of work, relationships and other contemporary issues affecting men and their families.</li> <li>• Proven previous experience within a VCO.</li> <li>• An understanding of safeguarding related legislation in Norfolk.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• <b>Personable:</b> to be friendly, positive, confident and able to talk and relate to a variety of people, including</li> </ul>	

	<p>men facing life's challenges in need of support.</p> <ul style="list-style-type: none"> <li>• <b>Clear:</b> to be clear and firm with your own professional boundaries and those of the people MensCraft engages with.</li> <li>• <b>Integrity:</b> to demonstrate high standards of integrity, honesty and fairness to help to deliver an excellent service.</li> <li>• <b>Adaptable:</b> to shape your personal vision and working practices to contribute to positive outcomes for men who engage with MensCraft.</li> <li>• <b>Service focused:</b> to respond to internal and external stakeholders in a timely and appropriate manner and maintain the required level of quality service.</li> <li>• <b>Social values:</b> to respect values that are compatible with the not-for-profit business model.</li> <li>• <b>Completer finisher:</b> to have a preparedness to multi-task as well as pay attention to detail and bring driven to ensure tasks are achieved.</li> <li>• <b>A willingness:</b> to learn and open to continuing professional development.</li> </ul>	
<p><b>Equal Opportunities</b></p>	<ul style="list-style-type: none"> <li>• The ability to exhibit and apply awareness of positive actions, diversity</li> </ul>	



	and equal opportunities in service delivery; particularly in relation to carers, work colleagues and other organisations the post holder may come in contact with.	
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**How to apply**

Please send your CV and a separate covering letter addressed to Tim Allard at [tim@mencraft.org.uk](mailto:tim@mencraft.org.uk) outlining your credentials, relevant experience, and interest in working for MensCraft.

**Deadline: Noon: 19<sup>th</sup> February 2025**

Please put 'Events Coordinator and Administrator application' in the subject.