

Job Description:	Community & Challenge Events Coordinator
Location:	Hybrid Home/Wandsworth, London Office
Reports to:	Community & Challenge Events Manager
Direct Reports:	N/A
Key stakeholders:	Head of Public Fundraising, Corporate Team, Communications team

Purpose of the role:

To play a key role in delivering Back Up's Limitless Ambition strategy by growing support through community fundraising and challenge events, creating memorable experiences that inspire people to get involved, raise money and stay connected to Back Up.

As Community & Challenge Events Coordinator, you will help shape and deliver a varied programme of community fundraising and challenge events that gives people lots of different ways to support Back Up. From local fundraising organised by schools, community groups and supporters to challenge events such as The Push, The London Marathon and Do the Loop. You will make sure every supporter has an outstanding experience and understands the difference their fundraising makes.

Working closely with colleagues, volunteers and people affected by spinal cord injury, you will create fundraising opportunities that are welcoming, inclusive and shaped by lived experience.

You'll build strong relationships with supporters, helping them feel part of Back Up's community and inspiring them to support our work for years to come.

VALUES

Our values are central to our approach:

We embrace challenge: Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

We have fun: We believe that having fun allows us to connect with others, whilst opening opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

We build inclusive communities: We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

We are ambitious for each other: We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

RESPONSIBILITIES:

Fundraising Delivery

- Deliver challenge and community fundraising campaigns and events that achieve agreed income and participation targets.
- Support the Community & Challenge Events Manager with the delivery and stewardship of Back Up's London Marathon programme, taking ownership of agreed areas of delivery.
- Support delivery of The Push, No Limits Ride, Do the Loop and other Back Up Challenge Events.
- Deliver accessible, inclusive Community fundraising opportunities.
- Coordinate suppliers, volunteers and event logistics.
- Maintain accurate CRM and financial records.

Supporter Experience & Stewardship

- Build long-term supporter relationships that maximise fundraising, retention and lifetime value.
- Coach and motivate supporters to exceed fundraising targets.
- Deliver timely stewardship, thanking and impact reporting.
- Identify opportunities to improve supporter experience, fundraising performance and operational efficiency, making recommendations to the Community & Challenge Events Manager.

Planning, Performance & Insight

- Monitor recruitment, participation, fundraising and stewardship KPIs across the community and challenge fundraising portfolio.
- Maintain accurate supporter records, event information and financial data within the CRM and fundraising platforms.
- Produce performance reports and updates for the Community & Challenge Events Manager.
- Gather and share supporter feedback and learning to help evaluate and continually improve fundraising activities.
- Support the effective administration and evaluation of fundraising activities, ensuring accurate reporting and compliance with fundraising policies and procedures.

Collaboration

- Work with Communications & Marketing on recruitment and stewardship.
- Work with Services to engage participants and volunteers.
- Support Corporate Partnerships.
- Champion fundraising across the organisation.

The above list is not exclusive or exhaustive, and the post holder will be required to undertake such duties as may reasonably be expected within the scope of this role.

PERSON SPECIFICATION:

Essential:

- Experience delivering community or challenge fundraising.
- Excellent supporter stewardship skills.
- Experience achieving income targets and KPIs.
- Strong project management and organisational skills.
- Experience with CRM systems and online fundraising platforms
- Ability to use data and insight.
- Creative, proactive and collaborative.
- Commitment to inclusive and accessible fundraising.



- Willingness to work occasional evenings and weekends.

Desirable:

- Experience delivering London Marathon or other mass participation events.
- Experience working with volunteers.
- Experience working with people with lived experience of disability/health conditions
- Knowledge of fundraising regulation.
- Experience with Salesforce, Fundraise Up, Raisley and Enthuse platforms
- Understanding of spinal cord injury or disability sector.

EMPLOYMENT DETAILS & BENEFITS

Working at Back Up

At Back Up, we believe fundraising is about much more than raising money. It's about inspiring belief, building inclusive communities and creating opportunities for people to make a lasting difference to the lives of people affected by spinal cord injury. Every member of the fundraising team plays a vital role in achieving this ambition.

Type of Employment: Permanent

Pay: £29,000 – £30,500 per annum dependent on experience (inclusive of 5% London Allowance).

Location: Hybrid (at least 1 day a week in Wandsworth, London office)

Hours of work

- Your normal hours of work will be between 9am and 5pm, a total of 35 hours per week.
- Some flexibility of working hours may be required in accordance with the needs of the charity.
- Flexibility in working hours may be negotiated to enable a better work/life balance or meet particular needs as required.

Probation: There will be a six-month probation period.

Notice Period: 2 calendar months on either side, after a satisfactory six-month probationary period. During probation, notice will be one week either side.

Disabled access: The office is fully wheelchair accessible including toilet

Staff Benefits

- Holiday
 - You are entitled to 22 days paid holiday per year plus bank and public holidays. This increases by one day per year up to a maximum of 25 days (pro rata).
 - Additionally, the office is closed between the Christmas and the New Year period giving an additional 3 days.
- Pension
 - Back Up Trust has a designated stakeholder pension scheme that staff can join. With a staff contribution of 5% salary, Back Up Trust will contribute 3% into this scheme.
 - Back Up Trust's contribution will increase by a 1% for every 2 years of service (cap at 6%).
- Generous sickness pay provision
- Access to financial advisor – annual initial exploratory meeting with an independent FSA
- Season ticket loan: an interest free loan for the purchase of a season ticket.



- Ride to work scheme
- Compassionate leave
- Study and sabbatical leave
- “My day” – 17.5 (pro rata) hours per year to carry out voluntary work
- Life Assurance – 3 times annual salary