

<p><b>Job Title: Events Assistant South-East</b></p>	<p><b>Direction and guidance from: Regional Director South- East</b></p>	<p><b>Primarily reports to: Regional Director South-East Date: July 2024</b></p>
<p><b>Role Summary:</b></p> <p>Responsible for the day-to-day running of the Army Benevolent Fund’s (ABF) South-East Regional Office, located in Camberley. The role encompasses:</p> <ul style="list-style-type: none"> <li>• providing dedicated administrative, database management, and accounting support to the regional office.</li> <li>• supporting regional fundraising, developing our volunteer fundraising and assisting with the delivery of fundraising events.</li> <li>• supporting regional engagement.</li> </ul>		
<p><b>Specific Tasks</b></p> <p><b>a. Database Management.</b></p> <ol style="list-style-type: none"> <li>(1) Create and maintain accurate event records in a timely manner, liaising with the National Office and other regional offices as required.</li> <li>(2) Handle supporter information: input, maintain and amend data and maximise use of the regional component of the Charity database.</li> <li>(3) Ensure that all supporter-entries are correctly coded and updated as needed.</li> <li>(4) Input and update all correspondence relating to a constituent held on the database.</li> <li>(5) Make efficient use of the database for communicating with supporters.</li> <li>(6) Ensure donations are correctly batched, thank you letters sent and saved, and the gift aid process has been correctly completed.</li> <li>(7) Working with the regional office team and volunteer committees to ensure that the region remains UK GDPR compliant.</li> </ol> <p><b>b. Administration.</b></p> <ol style="list-style-type: none"> <li>(1) To coordinate the general office administration and provide administrative support.</li> <li>(2) Respond to all telephone enquiries and act as the primary contact to supporters and volunteers.</li> <li>(3) Take initiative in giving guidance to supporters and volunteers in the absence of the RD.</li> <li>(4) Be able to search for, and comply with, relevant policy and process documents held on the Charity’s network drives.</li> </ol>		

- (5) Receive and dispatch mail.
- (6) Maintain sufficient stationery supplies to ensure the smooth running of all aspects of the office, purchasing supplies locally and nationally as necessary, within budget and the RD's authority.
- (7) Maintain office equipment, liaising with suppliers/engineers as required.

**c. Accounting**

- (1) Monitor the Regional Office income and expenditure, working closely with the Finance Dept and RD.
- (2) Account for all donations received.
- (3) Count cash and cheques received at regional level and pay-in to the relevant Bank Account.
- (4) Pay all approved invoices.
- (5) Maintain the Petty Cash account.

**d. Fundraising.**

- (1) Assist with briefings and events and represent the Charity at external events e.g. cheque presentations and volunteer briefings, as required.
- (2) Initiate and manage your own regional events where opportunities exist, and with guidance from your RD.
- (3) Assist the regional office team with engagement activities.
- (4) Support Charity volunteers, and act as the primary Point of Contact for new volunteers.
- (5) Account for, maintain and distribute fundraising equipment and merchandise.
- (6) Manage regional gift items and trading items for sale.
- (7) Maintain currency on fundraising best practice.

**e. Database Management.**

- (1) Assist with supporter engagement. Handle supporter information: input, maintain and amend data and maximise use of the regional component of the Charity database.
- (2) Ensure that all supporter-entries are correctly coded and updated as needed.
- (3) Create and maintain accurate event records in a timely manner, liaising with the National Office and other regional offices as required.
- (4) Input and update all correspondence relating to a constituent held on the database.
- (5) Make efficient use of the database for communicating with supporters.
- (6) Ensure donations are correctly batched, 'thank you' letters sent and saved, and the gift aid process has been correctly completed.
- (7) Working with the regional office team and volunteer committees to ensure that the region remains UK GDPR compliant.

**e. Others**

- (1) Flexibility for out of hours and weekend working, particularly during the summer event season. Time off in lieu (TOIL) is available to be claimed.
- (2) Attendance at the Charity's Annual Conference and other Charity events and activities.
- (3) To help assemble, erect and dismantle fundraising equipment, including gazebos and marketing stands.

**Skills/Personal Attributes**

- a. Well-developed communication skills, with strong interpersonal skills.
- b. Literate and numerate to a high standard.
- c. Ability to be flexible with working patterns.
- d. Driving licence is essential.
- e. IT literate with understanding of social media tools is desirable.
- f. An understanding of the British Army and the Charity sector is desirable, as well as empathy with the Charity's beneficiaries.
- g. Able to work on own initiative and as part of a team.

**Authorised by:** AD CF & E

**Date:** 25 Jul 24

**Name:** HOLMES SJ

**Signature:**

**Date:** 25 Jul 24