

Job Description

Job Title:	Events Support Administrator
Department:	Fundraising Events
Responsible to:	Events Manager
Primary Work Base:	Warwick (with flexibility across sites and occasional travel)

Role Purpose:

The Events Support Administrator provides vital coordination and administrative support to the Events Team, ensuring the smooth delivery of fundraising events from planning through to evaluation. The role will include managing both the behind-the-scenes administration that underpins our successful events, and the outward-facing supporter engagement that ensures our participants, volunteers, and partners have a positive and memorable experience. The role also involves a practical, hands-on element at events, including set-up, on-the-day logistics, and post-event clear down, requiring a flexible approach to working hours that may include evenings, weekends, and travel across sites and event locations.

Myton Core Values

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

Internal Coordination and Administration

- Provide day-to-day administrative support to the Events Team, including updating our mailing system, income, invoices, and reporting.

- Carrying out fundraising checks and contacting supporters.
- Maintain accurate supporter and event data on the CRM system, ensuring compliance with GDPR and internal procedures
- Prepare event materials such as signage, packs, merchandise, and briefing notes
- Uploading invoices and keeping an up-to-date payments log

Supporter and Volunteer Engagement

- Act as a first point of contact for event participants, responding promptly to enquiries and providing clear, supportive information
- Manage participant communications, including registration confirmations, fundraising guidance, event updates, and post-event thank yous
- Support the recruitment, briefing, and coordination of event volunteers, ensuring they feel valued and equipped to carry out their roles
- Collect and respond to supporter feedback, ensuring that learning is captured and future events continuously improve

Event Delivery

- Assist in the planning and on-the-day delivery of Myton's fundraising events, ensuring smooth operations, including shopping, ordering supplies, equipment and signing of outdoor routes.
- Support pre-event set-up including, registration, volunteer management, marshalling, and post-event clear-down as required
- Represent Myton positively and professionally with supporters, suppliers, and partners at all times

Evaluation and Continuous Improvement

- Produce post-event reports including KPIs and participant feedback.
- Track event income and participation performance against targets, identifying trends and opportunities for growth
- Contribute ideas to improve supporter engagement and event delivery, sharing learning across the team

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____