

PROGRAMMES & EVENTS MANAGER

Contract: Maternity cover up to 1 year.
Hours: Full-time
Salary: £30-35K, plus benefits
Location: Vauxhall, London
Reports to: Head of Training & Consultancy

How to apply: see final section

Deadline for applications is 9am 9th February 2021. Interviews are expected to take place 15th and 16th February 2021 via Zoom.

Introduction to the Sheila McKechnie Foundation

The Sheila McKechnie Foundation (SMK) works across the UK to support people and organisations seeking to bring about positive social change.

Our vision is a more confident and powerful civil society where people work together to drive social change. We unleash civil society's power to make change (we call it 'social power') by training and advising, by being curious about how change is happening, and by championing its right to strive for social change. We work with all kinds of people, whether they are just starting out or experts in their field, organisations big and small, national and local.

Where we are in our journey

SMK is in an exciting place right now. A few years ago, we agreed an ambition to become known as experts in social change. Our *Social Power* report, published in 2018, describes how social change is happening today. The tools in the report are being used widely – by change-makers, funders and policy-makers – to challenge their thinking and develop new approaches. We want to help them go further and are ambitious for what we can achieve, and how we need to grow.

We are unrelentingly curious, tracking and analysing the way that social change is shifting and sharing that knowledge so that it can be used across civil society. What we learn is built into our training and consultancy, and we learn in turn from everyone we work with. All the while, we stand up for campaigners, working to ensure they are able to shape their world.

About the role

This is a pivotal role, managing the operational engine room at the heart of the organisation. Working closely with the wider team, the Programmes & Events manager will be responsible for the efficient administration of SMK's training and consultancy services. SMK is well-known as a leading trainer of campaigners, and we have recently launched a new flexible, online training

product called the 'Campaigning Carousel'. In addition, we have a programme of open training courses, and a rapidly growing consultancy service supported by a network of Associates.

These trading services are essential for keeping SMK connected to the campaigning community, for pursuing our mission to equip civil society to make change, and also for generating the income we need. As a market leader in the campaigning space we must achieve the highest standards of professionalism in the services we provide, and working with the Head of Training & Consultancy and the Deputy Chief Executive it will be your job to ensure that we achieve excellence across our services.

In addition, you will provide operational and administrative support to our events programme, including our headline SMK National Campaigner Awards, sharing this responsibility with others across SMK. And as a small and busy charity you will also be expected to help out with operational responsibilities across the organisation where capacity allows.

There is plenty of opportunity to develop in this role. Whether it's getting involved with business development and marketing, using your initiative to improve the way we work, or contributing to developing new products and services.

About you

You are someone with a passion for social change and the charity sector. Ideally you will be familiar with the Voluntary, Community and Social Enterprise (VCSE) sector, but more important will be your ability to manage our programmes brilliantly! So we are flexible about the career path you have taken as long as you can demonstrate your ability to deliver.

As well as being an effective administrator you will need to be great with people, as the role will require you to liaise with customers, Associates and suppliers on a daily basis.

There are lots of competing demands in a small charity like SMK, so you will need to be able to keep your cool under pressure, and have the flexibility to handle a broad and changeable workload. You'll be able to jump right in, working closely with the team to deliver at an exciting phase of our strategic development and organisational growth.

You will be able to use your initiative to spot issues and suggest improvements. There is enormous scope to be entrepreneurial in this role.

In return we offer a positive and supportive working environment. You will be working with a close-knit and committed team of experienced charity professionals. And in an organisation at the heart of the charity sector.

The pandemic

We have shifted to homeworking for the time being, but our work hasn't slowed down. Civil society organisations are already starting to consider how their role as change-makers is becoming even more critical. Our events, workshops, and meetings have all gone online, and we are learning swiftly about the pros and cons of digital engagement.

While our offices are in central London, we welcome applications from other parts of the country. However, please be aware that occasional face-to-face meetings are still taking place (guidelines allowing) and we expect to return to the office once this is possible. Therefore, under normal circumstances, applicants should expect to work from our offices three to five days a week, with related travel and accommodation at their own expense (expenses incurred for SMK business outside London are covered).

Job description – Programmes & Events Manager

Key accountabilities:

- Administer SMK's training and consultancy operations, ensuring they run smoothly
- Provide customer service, ensuring an excellent customer experience
- Manage relationships with Associates and suppliers
- Keep records and produce management information, to allow on-going learning and improvement
- Contribute to the development of training and consultancy products
- Support business development and marketing activities
- Support the organisation of SMK's events programme, including the SMK National Campaigner Awards
- Support wider operations and administration activity across SMK as required

Duties in detail:

Manage SMK's training and consultancy operations

- Administer programme management processes for the Campaigning Carousel and open training courses, including for example; operating Eventbrite, booking new participants and communicating with them, scheduling training sessions, liaising with trainers, ensuring sessions run smoothly, and administering monitoring and evaluation processes
- Administer the operational aspects of SMK's consultancy work, including; dealing with client agreements and contracts, liaising with Associate's, and establishing and operating appropriate project management processes
- Maintain records and produce management and funder reporting information
- Maintain up-to-date budgetary information and deal with billings

- Provide customer service, dealing with enquiries, managing customer communications, and resolving issues
- Establish and maintain working relationships with Associates and external providers
- Regularly review administrative processes and make improvements
- Contribute to the development of training and consultancy products

Business development & marketing

- Support SMK's Head of Marketing & Communications with promoting training and consultancy services. To include for example, maintaining the relevant webpages, developing case-studies of SMKs previous training and consultancy participants and uploading these to the website, helping to develop other marketing materials as required.
- Support senior staff with business development and sales activity. To include responding to enquiries, helping to prepare proposals and pitches, supporting sales meetings, and preparing agreements for new projects.
- One of three main admin leads in the development and management of SMK's new Salesforce system. This includes data cleansing of current SMK files and uploading it to the new system; development of the system to support SMK's processes, providing internal CRM training; and ensuring the smooth running of cross-over to Salesforce use amongst all SMK staff.

Support SMK's events programme

- Supporting the organisation of SMK's events programme, including the National Campaigner Awards.

Provide wider operational and administrative support

- Tracking funders monitoring and reporting requirements and supporting the reporting process
- Supporting wider operations and administration activity across SMK as required

PERSON SPECIFICATION

SMK is looking for an outstanding administrator. Someone who is well-used to the varied demands of managing customer-facing services.

Essential

- A passion for social change and the charity sector
- Experience of administration and /or managing operations.
- Well developed project management skills.
- Excellent inter-personal skills and the ability to deal with customers and a variety of other stakeholders.
- A high degree of IT literacy.
- Comfortable working with data and financial information.
- A good communicator, whether verbally or in writing.
- Excellent organisational skills, with the ability to manage own workload effectively, take the initiative and work under pressure.
- Happy to work with a small team, and committed to continuous personal development.

Desirable

- Experience of working in the VCSE sector
- Finance or budgeting experience
- Experience of managing staff, volunteers or external suppliers
- Knowledge of the following software: Salesforce, Eventbrite, Wordpress
- Experience of managing, or contributing to the delivery of, successful events.
- Marketing or business development experience.

How to apply

As a charity, we are committed to being an equal opportunities employer and actively encourage those under-represented in the sector to apply. Before shortlisting, personal and educational identifiers (eg name, age, places of study etc) will be removed.

To apply please submit your current CV and a covering letter in Word format, or a similar word processing package. No PDFs, please.

Your covering letter should be no more than two-pages, and should address the following:

- Why you want the job
- How you meet the requirements of the role, as set out in the job description and person specification

Please note that generic application letters do not allow us to properly assess an application and will result in the application being screened out.

Deadline for applications is 9am 7th February. Interviews are expected to take place on 15th and 16th February via Zoom.

Please email your application (and any questions) to megan.poyiadzis@smk.org.uk