

REGISTRATION & CHARITY MANAGER JOB DESCRIPTION

Who are we?

Running High Events Ltd is a small event management team responsible for delivering one of the largest and most successful mass-participation running and charity fundraising events in the UK, the annual Bath Half Marathon.

We are passionate about the sport of running, about promoting physical fitness, charity fundraising and our local community.

The Job

We are looking for a passionate, enthusiastic and organised individual to assist the event team with our entries registration and charity partner management. *This can either be one member of staff on a full time basis **OR** two members of staff on a 2-3 day per week job share basis.*

Prior experience in customer services, on-line booking systems, data management, the charity sector and event management would be helpful, but is not essential, as full induction and training and support will be provided within a supportive team environment.

The successful candidate(s) will be confident and self-motivating, capable of managing your own portfolio of tasks, and able to cope with the high pressures of delivering a major public event.

PRIMARY ROLES

Please note – If the role is to be shared or part time, you may only be responsible for one or two of the roles described below however there will be times (for instance at peak times or during holidays) when cover will be required for all roles.

Registration Manager

- Managing the on-line process for entries registration and merchandise purchasing, and race pack/merchandise mailouts. Assisting with the building and testing of the on-line registration and enquiry forms. Updating customer records and managing refunds. Providing reports on entries and merchandise sales, including charity donations. Validating elite entry and club membership criteria. Assisting with GDPR compliance.

- Responding to enquiries from event registrants by email, phone and letter regarding event status, entries registration and merchandise purchases, payment and registration queries, entry cancellations, elite entry requests, race results and prizes.
- Responding to local resident and businesses enquiries about road closures, diversion routes, parking suspensions etc.
- Assisting the Race Director with postal and email notifications and enquiries from local councillors, resident groups, emergency services, businesses etc.
- Assisting with maintaining and updating website content on event registration, news stories etc
- Managing 1-2 temporary staff employed to assist you in the months before the race weekend.
- Managing a team of temporary staff and volunteers manning the public enquiries tent on event weekend.

Charity Manager

- Assisting the Race Director with day to day enquiries from potential and existing event charities. Arranging and attending meetings with charity partners, drafting and circulating meeting minutes. Managing the process of on-line charity applications. Updating charity website entries. Assisting and advising charities on the on-line entries process. Assisting the Marketing and communications Manager with digital marketing of race entries for top tier charity partners. Assisting with the invoicing of charity packages. Attending charity visits, photo calls and functions.
- Assisting with the annual review of charity scheme packages, and marketing of packages to top tier charity partners.
- Assisting with the development of our support services for charity partners through our Charity Forum events and published best practice resources.
- Assisting with the post-event charity fundraising evaluation report. Collating on-line giving partner (Just Giving) reports and charity partner feedback.
- Responding to enquiries from race charities by email, phone and letter.
- Assisting with maintaining and updating website content on charity listings and advertising
- Managing a team of temporary staff and volunteers supervising charity hospitality on event weekend.

GENERAL DUTIES

In association with other team members general duties may typically include:

- General Office Management. Assisting with meeting and greeting office visitors, maintaining diaries and appointments, attending meetings and taking minutes, providing refreshments, liaising with internal and external stakeholders. Initiating and sticking to timescales and project deadlines. Assisting with stocktake and purchasing of supplies and stationery, petty cash management. Assisting with tea/coffee making, office tidying, taking out recycling and office rubbish, shredding of confidential documents

- Light manual work associated with the set up and break down of the event office

As a key member of a small and often busy event management team, in addition to your core responsibilities, you will be required to be flexible and to assist from time to time whenever required with other duties and to support other team members at peak times, just as other team members will be expected to assist you at busy periods through the event calendar.

We are a small team and it is very much an 'all hands on deck' approach where we all help out as much as possible and think outside the box!

Allocation of Duties

Your primary duties will be allocated to you by the Company Directors, with whom regular appraisals and performance reviews will be carried out.

Reporting to the Race Director

Your primary duties will be allocated to you by the Race Director, to whom you will be required to report on a regular basis on the progress of your work, delivery of event plan targets, new problems and solutions, and with whom regular appraisals and performance reviews will be carried out.

Liaising with Staff

You will also be required to liaise with the Communications & Partnerships Manager, other staff and external consultants and contractors as directed, to ensure consistent delivery of event plan targets, plus support for other team members in peak periods.

Areas of Work

You will initially be working exclusively on the Bath Half Marathon, but you may also be required to assist on other events.

Working Hours

Normal office hours are 9.00am to 5.30pm Monday to Thursday with 1 hour for lunch. 9.00am to 5.00pm Friday.

Annual Leave

20 days paid leave per annum pro-rata plus statutory bank holidays. Annual leave to be agreed in advance and co-ordinated with other team members to ensure adequate staffing.

Place of Work

Work will normally be carried out at the company premises, currently Walcot Yard, Walcot Street, Bath BA1 5BG.

During Event Days you will be required to work from the event premises. Facilities at event premises may be temporary and limited.

Live Event Days

As part of a busy event team you will be required to attend all live Event Days, which will include working extended hours and weekend working in the immediate run up to an event, during and after.

Paid leave in lieu of live event days will be allowed at the rate of 1.5 days leave per live Event Day, planned in conjunction with other team members to ensure adequate staffing of the office. Leave may not always be available immediately before or after live Event Days.

Salary

In the range £21,000 to £25,000 depending on experience and qualifications (less statutory deductions and plus statutory employers pension contributions), reviewable annually, including 20 days paid leave plus bank holidays per annum. Pro rata for job share

SKILLS & EXPERIENCE REQUIRED

Office Skills

You will be required to have advanced proficiency in PC based MS Office Suite applications including Outlook, Excel, Word and Internet Explorer. Previous experience on on-line booking platforms or customer management systems, WordPress and MS Access would be helpful.

Other Skills

Previous event experience and relevant skills such as a current driving licence or qualifications in first aid at work would be helpful.

Your role liaising with the lost child team will also require you to undergo a DBS check.

Training Support

General training and support will be provided for all office systems as part of an induction process and on an on-going basis as part of a personalised professional development plan.

Experience

Previous experience of customer service, web-based data management, public events and knowledge of the local Bath area would be useful, plus an interest in sporting and running events.

RUNNING HIGH EVENTS Ltd

PO Box 3315, Bath BA1 6WX

Sept 2021