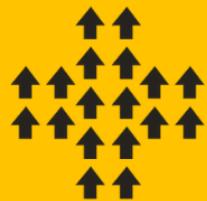


# Events Executive

Role Description and Recruitment Pack



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# Role overview

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|----------------------|--|
| <b>Title:</b>        | Events Executive.  |
| <b>Hours:</b>        | 35 hours per week  |
| <b>Contract:</b>     | Permanent  |
| <b>Location:</b>     | All roles are currently working from home due to COVID-19. In the coming year, the role will likely be a hybrid working arrangement at home and at our offices: 1 Lamb's Passage, London, EC1Y 8AB |
| <b>Salary:</b>       | £23,500 - £25,000 p.a. depending on experience   |
| <b>Closing Date:</b> | Monday 17th May, 9am   |

## Why this position is important to us

In recent times, Stewardship has started a journey of transformation; from a traditional transactional service provider, to an innovative and technically-orientated ministry with a big ambition to release over £250m of giving in to the Church, every year, by 2025.

Our portfolio of services is now both specialist and diverse, and includes digital giving products, accounts examination and payroll services, loans and deposits for churches and charities, and the specialist support of individuals in Christian ministry.

We have seen the demand for our events and training grow rapidly, so much so that almost every event this year has sold in a matter of days. We have identified the need of our customers and want to serve them. Now is a better time than any to build upon an already great programme, investing time and resources to help grow what we can offer so that many more may benefit.

## The impact you will have in this role

Our delegates tend to come to us feeling overwhelmed and disheartened, drowning in advice from endless papers and books they have read and having no idea where to start. Desperate for a 'real person' to answer their questions in their approach to financial governance and further stewardship of their ministries.

By executing this role well, you will have a front row seat to witness the sighs of relief when the revelation hits, that they are 'not in this alone'. As Events Executive, you will nurture our delegates from enquiry stage to event follow up and guide them to the right training to fit their need. Whilst remaining highly relational in your customer service, you will help to build the

confidence of ministry leaders all across the country, and sometimes even be able to hear testimony of the fruit produced when applying their new knowledge.

With a proactive and positive nature, you will also be assisting to grow a strong Events team, of which there is now high demand for, making the day to day a lot easier to manage.

Whilst busy days can be challenging, nothing is more fulfilling than being able to witness the divine work of God moving in all aspects of your work.

Working interdepartmentally and getting to witness the wider Stewardship vision come to life, but also getting to work with some incredible external partners, you will see how key your role is to the work of the Kingdom and be excited to wake up every morning, just simply to serve.

# Welcome to Stewardship

Big or small. First or last. Given or received. We make every gift count.

We're a place where connection happens - where those called to give meet those called to go. A community of generous stewards uniting to use all God has given us to love Him, love one another, and love our neighbours as ourselves.

We help Christians give and we strengthen the causes they give to.

We call this **Active Generosity**.

## Our vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

At our core, as believers in Jesus Christ, are the biblical values of:



**Generosity**



**Integrity**



**Relationship**



**Excellence**

For over 100 years, we've helped Christians, charities and churches activate generosity, resource their calling and make a difference in Jesus' name.

In 1906, Stewardship was created by a small group of Christians uniting to release generous gifts and financial support to Christian ministries in the UK and overseas. Among their number were professionals and philanthropists, chemists and church planters, factory workers and evangelists, with each giving as they were able.

Today, we help over 40,000 people live out their calling to be generous stewards, giving more than £100 million each year to over 6,000 churches, 2,500 Christian workers and 4,500 charities.

Our methods have changed, but our mission remains the same.

# Job detail

## Overview

**Title:** Events Executive.

**Reports to:** Head of Events

**Direct reports:** N/A

We are looking for a highly organised Events Executive to join our team, reporting into the Head of Events, you will support the Partnerships team to deliver memorable experiences for our clients. Through online, hybrid and in-person events we aim to effectively engage our numerous audiences by resourcing them to activate generosity as they steward well the mission set before them in line with our new brand.

This role is pivotal in our client engagement strategy to connect with new clients and develop and strengthen existing clients on their journey with Stewardship. You will manage the day to day running of the events and training calendar and work across multiple teams to help spread the load of setting up, attending and delivering events and exhibitions for Stewardship across the UK.

This is a busy role that requires diligent events management skills. You will demonstrate excellence in managing communication and relationships with internal staff, clients, 3rd party contractors and external providers as required.

# Main responsibilities

## Department Organisation

- Maintain a high level of organisation across every area of the Events Team.
- Maintain a high standard of communication and relationships with internal staff, clients, 3rd party contractors and external providers.
- Ensure a high standard of customer service is given at all times deal with complaints where necessary.
- Attend monthly events and training marketing meetings and ensure to follow up each meeting with minutes and actions for the team.
- Manage the daily running of the events email inbox and filing system and undertake regular yearly archiving takes place.
- Maintain the organisation of the Events folders and to undertake regularly spot checks to comply with Stewardship's Data protection policy.
- Complete monthly reporting of Events and Training covering income, marketing and survey results to contribute towards a yearly progress report.
- Present your monthly reports in your 121 with your line manager each month.

## Creativity and Planning

- Support the Head of Events in working with in house experts to help plan and coordinate events and training relevant to their department/Audience.
- Assist with the communication across departments involved in the training, Partnerships, Marketing and the In house experts to ensure all are aware on the developments.
- Assisting with the delivery of the National Stewardship Conference
- Plan and Manage the Events Calendar on a quarterly basis, ensuring all is ready to be marketed to the Events and Training mailing list a least one month before each quarter.
- Communicate clearly with Stewardship Staff when you require their date requests\* for the training (relevant to their department) that they hope to take place in the next quarter.
- Ensure all venues are booked for offsite, in person Events and Training.

## Managing Event Software

- Create and list events on Eventbrite. Working closely with department heads, event trainers and the events marketing team to create copy suitable to list on the Eventbrite information page.
- Prepare and send delegate instructions prior to every training event
  - Liaise with the in house experts regarding collateral they want sent to delegates ahead of time.
  - Export delegate list from Eventbrite and prepare list for trainers and send.
  - Create and make edits to surveys in survey monkey where necessary and prepare link to send out in follow up emails.
  - Ensure follow up emails are scheduled for after each event.
  - Ensure to send survey results to Events and Training leaders in the agreed time.
- Keep events calendar up to date with data from Eventbrite.

- To work with the Events marketing team to ensure Eventbrite and the Stewardship webpage are kept in sync and up to date with regards to available sales and sold out events.
- Issue refunds where required, complying with the events refund procedure.

## **Stewardship Promotion**

- Manage and enable our attendance at exhibitions and trade events which include booking stands and ensuring the Stewardship brand is well represented by designing interactive exhibits and brand experiences in order to facilitate awareness, engagement and connection with the wider Stewardship team.
- These exhibitions, conference and other events take different forms such as:
  - Trade exhibitions promoting our services
  - Topical conferences such as Church planting, Mission and generosity retreats etc.
  - Denominational, annual and leadership conferences
  - Regular relational network meetings e.g. Fresh Expressions
- Establish and deploy an events team (made of internal staff from different departments) to help spread the load of setting up, attending and delivering exhibitions and events for Stewardship across the UK.
- Book travel and accommodation for all staff attending off site events.

## **Customer Support**

- Respond to enquiries regarding upcoming events by email or phone calls or responding to voicemails.
- Assist customers with the Events and Training booking process where required.
- Keep the events email inbox organised.
  - Maintain the filing system.
  - Respond to queries.
  - Action unsubscribe email requests.

## Desired skills and experience

| Skills and experience  | Essential | Desirable |
|--|-----------|-----------|
| Meet our Occupational Requirement to be a practising Christian and active member of a local church             | ✓         |           |
| Have the Right to Work in the UK<br>(Stewardship does not offer sponsorship arrangements)                      | ✓         |           |
| Experience in organising events of all capacities, both large and small.                                       | ✓         |           |
| The ability to manage time in an efficient and productive way when under pressure.                             | ✓         |           |
| Excellent communication to a variety of contacts, especially when juggling more than one project.              | ✓         |           |
| Confident when networking with existing clients, new clients and partners from different levels of experience. | ✓         |           |
| Must have a proactive approach to problem solving, finding solutions to problems in a timely manner.           | ✓         |           |
| The ability to be flexible and change task priorities depending on the demand for the day.                     | ✓         |           |
| A great team player with the ability to lead and delegate when necessary.                                      | ✓         |           |
| Experience in events marketing and strategy creation when using email, social media and blog platforms.        |           | ✓         |
| Experience in department budgeting, with a good understanding of reporting on profit and loss figures.         |           | ✓         |
| Confident user of IT systems with the ability to pick up new programmes quickly.                               |           | ✓         |

# Working for us

## Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

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## Q. How much Annual Leave do you offer?

A. All employees receive 27 days Annual Leave, and 8 days bank holiday leave. This is pro-rated for part-time staff.

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## Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

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## Q. Is it possible to work from home?

A. This is dependant on the role and the team that you are working with. Some teams are primarily based in the office, whereas other roles offer more flexibility with some home working.

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## Q. What staff benefits do you offer?

A. Once probation has been passed there are number of benefits available to staff:

- Subsidised gym membership
  - Contribution to your charitable giving account
  - Long service awards
  - Participation in the Cycle to Work Scheme
  - Death in Service benefit
  - Option to join a Health Cash Plan
  - Interest-free season ticket loan
- 



# How to apply



## Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- Undergoing course of teaching or training in personal financial stewardship and giving/generosity or experiencing the benefits from personal discipleship in this area.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues and clients, where appropriate.



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/about-us/careers](http://www.stewardship.org.uk/about-us/careers)

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.



## Contact us

For any questions or to arrange an informal conversation about this role, please contact Kofo Abidemi, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)