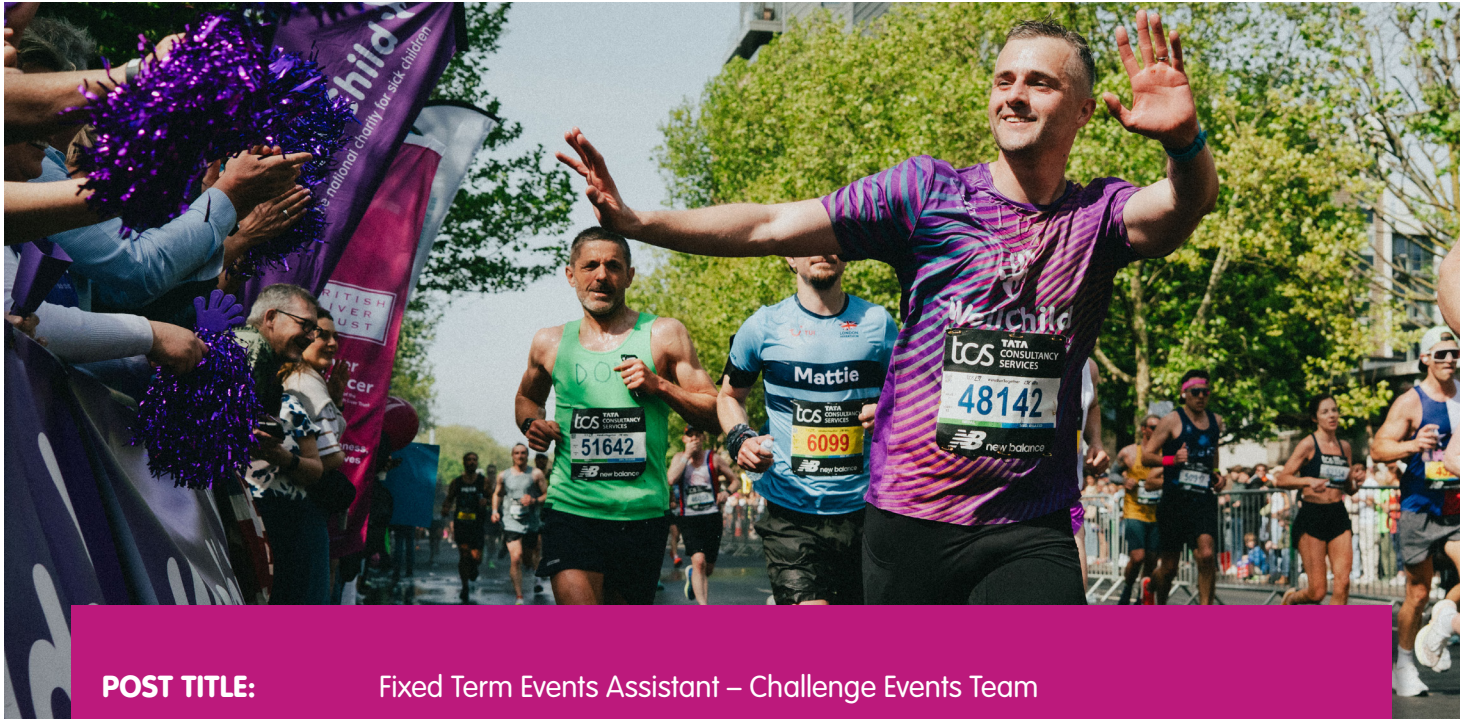




POST TITLE:	Fixed Term Events Assistant – Challenge Events Team
RESPONSIBLE TO:	Challenge Events Manager
JOB TYPE:	Fixed Term Contract, starting ASAP until 30th July 2027.
HOURS:	Up to 35 hours per week (flexible working requests will be considered, with a minimum of 21 hours per week)
LOCATION:	Hybrid – Home working with 1–2 days per week at Cheltenham office
SALARY:	£24,000 per annum, pro rata for part time
FIXED TERM:	Until 30th July 2027.

Purpose of the role:

The Challenge Events team is a key part of WellChild's fundraising function, helping maximise opportunities and income from third-party challenge events.

The team is responsible for filling allocated places in third-party events, supporting participants to maximise their fundraising, and ensuring they have a positive experience from place allocation through to training, fundraising and event day.

In 2027, WellChild has a one-off opportunity to support a significant number of places in the two-day London Marathon event on 24–25th April 2027. The Temporary Challenge Events Assistant will provide high-quality support for this event and assist with other challenge events as needed.

Reporting to the Challenge Events Manager, the postholder will provide day-to-day operational and administrative support in the months leading up to the event. They will also support the London Marathon in person at the Running Show from 19–24th April and during the two-day event on 24–25th April 2027. The successful candidate must therefore be available to work in London from 19–26th April 2027.

Key Responsibilities:

Administrative:

- Provide day-to-day administrative and practical support for the London Marathon event.
- Act as the point of contact for London Marathon enquiries, responding to and following up all enquiries in a timely manner.
- Process and record London Marathon applications accurately, ensuring all participants receive the required communications.
- Maintain WellChild's contact management system, Beacon, ensuring supporter activity and income are accurately recorded and managed in line with GDPR.
- Support the monthly management of WellChild's giving streams, including Facebook, JustGiving, Enthuse, Crowdfunder, Direct Debit and PayPal.
- Support the effective management of third-party allocation platforms and systems.

Challenge Events:

- Support the Challenge Events team to plan, prepare and deliver WellChild's participation in the London Marathon, including set-up and attendance at the Running Show from 19 April at ExCeL London, and support across both event days with cheer points and post-race receptions.
- Assist with packing, loading and unloading items before and after events; this will involve physical lifting and carrying.
- Support staff and volunteer recruitment, including the preparation of event briefs.
- Support WellChild's wider challenge events programme as required.

Supporter engagement and fundraising:

- Record and send fundraising information, materials and support to participants, including welcome packs and T-shirts.
- Monitor the fundraising and challenge email inboxes, acting as the first point of contact for challenge event enquiries by telephone, email and post. Respond professionally and warmly, building strong participant relationships to maximise fundraising opportunities.
- Engage with participants through social media, including WhatsApp and Facebook groups, by providing up-to-date event information, encouragement and responses to comments.
- Prepare and send thank-you letters, certificates and emails in a timely and appropriate manner.

Collaboration:

- Work with the Challenge Events team to guide supporters towards alternative or additional events where appropriate.
- Liaise with the Operations and Finance teams to support the smooth processing of donations and supporter data.

General:

- Complete all training required for the role.
- Attend and participate in internal and external meetings, training and development as required; this may involve travel and work outside normal hours.
- Attend and support WellChild projects and events, which may involve travel and work outside normal hours.
- Promote the charity's work whenever possible to help grow WellChild's supporter network.

This job description is not an exhaustive list of duties but is intended to give a general indication of the range and extent of work to be undertaken; it will vary from time to time.

Person Specification

Experience	Knowledge and Skills	General Attributes
Experience of working in an administrative and/or project support role	Logical and structured approach to developing and implementing processes	Flexible and adaptable
Ability to work effectively as part of a team and use initiative when working independently	Excellent communication skills with a wide range of people	Committed to the aims and values of WellChild.
Experience using a CRM database, such as Beacon (desirable)	Excellent organisational skills, with the ability to prioritise workload and meet deadlines	Able to occasionally work outside normal hours and away from Cheltenham to support the London Marathon Running Show and weekend event.
Experience in the voluntary sector either in paid employment or as a volunteer (desirable)	Ability to quickly understand, interpret and apply information accurately	Confident communicator with a warm, collaborative approach
Experience working within a challenge events team (desirable)	Ability to build relationships and identify opportunities to maximise impact	Upholds WellChild's values, beliefs and culture, and is committed to promoting the safety and wellbeing of children and young people.
	Understanding of confidentiality, data protection and GDPR requirements	
	Good IT skills, including Word, Excel, Outlook and Teams	