




Treloar's
Enabling Education

Apprentice Events Assistant

Job Pack

About the role

Job Title:	Apprentice Events Assistant
Reports to:	Events and Community Manager
Department:	Fundraising
Location:	Hybrid (home and office working at Treloar's site).
Salary:	£18,425
Duration:	18 months

We are looking for a fun and enthusiastic person to join us as an Event Assistant Apprentice, sitting within the Events and Community team at Treloar's. This is an exciting opportunity for the right person to assist with the planning, organisation and delivery of our yearly calendar of events and help make a real difference.

As the Event Assistant Apprentice, you'll play an instrumental role in providing support to the Events and Community Manager. You will be a key member of the team in helping to deliver a range of different events for all types of audiences, whilst working towards an annual income target.

You'll be required to complete various administrative duties for each of the events whilst also helping to build and maintain relationships with our supporters to ensure they are receiving an excellent level of donor care.

During the apprenticeship, you'll work through ten modules; (1) Introduction to Events, (2) Personal Management, (3) Finance Budgeting and Negotiation, (4) Communication Skills, (5) Event Creation, (6) Event Logistics, (7) Event Marketing, (8) Technology, (9) Professional and Commercial Skills, (10) 360 Feedback, followed by an End Point Assessment.

The role will involve some evening and weekend working and requires an individual who can be flexible and adaptive.

This role provides a great opportunity for someone that is keen to learn the ins and outs of events and we invite anyone from any background to apply. Previous experience is not typically needed. If you think this role is for you, we'd love to hear from you.

This role is a full time position with a combination of home and office working.

If you'd like to find out more about this role, please get in touch with Amy Bennett, Events and Community Manager on Amy.Bennett@treloar.org.uk or 01420 547431.

Key responsibilities

- To contribute to the overall Events team income target.
- To help support with the organisation of Treloar's existing programme of events.
- To assist with daily administrative processes for the Events team including, reporting, data checking and entry, database imports and exports.
- To accurately manage supporter data and information relevant to events.
- To recruit, support and promote active challenge events, including, London Marathon and Run for Charity Events.
- To support and encourage all active event participants in the build up to their challenge, and to keep in touch and thank afterwards.
- To support the implementation and delivery of events stewardship journeys.
- To provide excellent customer care and support for all event participants using a mix of communication channels.
- To work with and maintain good relationships with internal and external stakeholders.
- To be responsible for meeting objectives, as agreed with the Events and Community Manager.
- To ensure that activities are undertaken within agreed expenditure limits.

Other duties

- To ensure that all activities are undertaken in accordance with Treloar's Equal Opportunities Policy.
- If required, to represent Treloar's on relevant bodies and organisations.
- To interface with other members of the fundraising team to eliminate duplication and ensure clarity.
- Together, with all other team members, to contribute to the overall strategic development of the department.
- To attend and contribute to departmental meetings and other relevant gatherings and committees.
- From time to time to undertake duties outside of the main area of responsibility in support of peak workloads, special events and other activities undertaken in support of the greater fundraising team.
- To support the Trust in safeguarding and protecting the welfare of all students.
- To comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and data protection, reporting concerns to an appropriate person.
- To maintain and develop your own professional knowledge and awareness.
- To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.
- A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.
- This job description will be reviewed and amended in the light of changing professional demands.

About you

Skills and experience

Education

- **Maths and English Level 2** (GCSE grade C or 4)

Knowledge and Experience

- Knowledge of MS Office
- Experience of customer care
- Administrative experience

Skills

- Ability to build and maintain relationships
- Excellent interpersonal skills
- Ability to maintain records accurately
- Strong organisational skills
- Good telephone manner
- Clear and concise writing style
- Ability to plan and prioritise a complex and varied workload

Special Aptitudes

- Ability to deal with people at all levels
- Articulate and well-informed
- Goal-orientated and highly motivated
- Diplomatic and sensitive
- Ability to work with colleagues in many different disciplines
- Strong belief in the work of Treloar's

Disposition/Behaviours

- An enthusiastic and positive approach
- Able to remain calm and positive under pressure
- Able to use initiative when faced with problems or challenges
- A team player, able to contribute to conversations and share ideas with confidence
- Pride in producing accurate work with strong attention to detail, seeking clarity where necessary

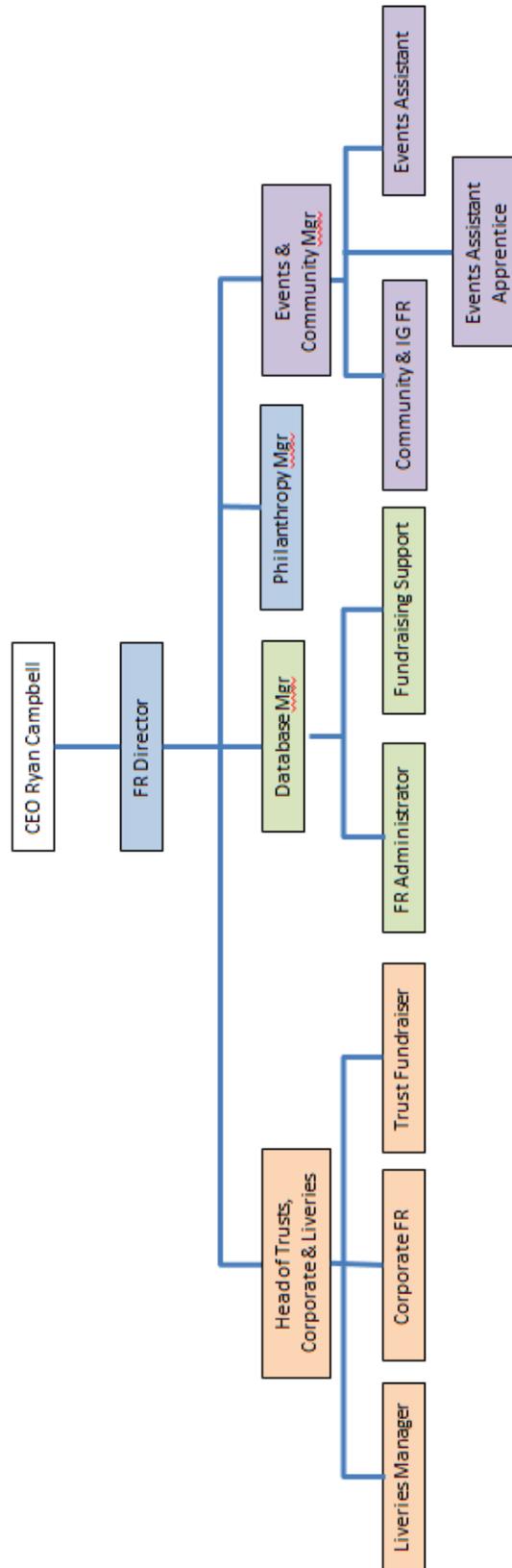
Special Circumstances

- Readiness to work unsociable hours as the job demands.
- Willingness to travel as the need dictates and work during School/College holidays
- Driving licence

Physical Make-up

- Personable and presentable – able to physically cope with a role of this nature
- Act as an effective ambassador for Treloar's

Organisational Chart



About Treloar's

Our Mission

A world where physically disabled young people take control of their lives and achieve their aspirations.

Our Vision

To enable physically disabled young people to achieve their aspirations by:

- Providing personalised learning, therapy and care
- Supporting transition into adulthood
- Promoting independence and inclusion

Our Values

We are Inclusive

Everyone - regardless of physical ability, where they live or their means - should have the opportunity to take part in life. We treat our beneficiaries with the same dignity as their non-disabled peers and work to remove barriers in their way.

Our students and beneficiaries are always at the centre of everything we do. Before we make decisions, we ask, "How will our students and beneficiaries benefit from this?"

We act with Integrity and Respect

Physically disabled young people should be free to direct their own lives. We listen to young people's views and support them to make age-appropriate choices about their daily life and informed choices about their future.

We celebrate and promote diversity, value and support each other, and treat everyone with mutual respect. We support a culture of openness, honesty and transparency, where the safeguarding of our students and wellbeing of our staff is paramount.

We strive for Excellence

Physically disabled young people and their families deserve outstanding care and support. We work to make sure all our services are excellent and actively challenge each other to ensure continuous quality improvement.

We continually innovate to ensure that our beneficiaries receive the cutting-edge, excellent support they deserve.



About Treloar's

Treloar's is one of the UK's largest specialist centres for young disabled people to live and learn – but we're so much more than just a school and college.

We are a charity committed to a world where young disabled people can take control of their lives and reach their full potential.

Right now, our highly specialist staff are delivering outstanding nursing care, therapy, independence training and education to around 180 children and young people aged 2-25 with highly complex disabilities from all across the UK and overseas. But we can't do this alone.

We must raise £2million every year to sustain and develop our expert services to support our students in classrooms and those who live in our residential houses during term-time and up to 52 weeks a year.

We exist to provide young people with the support they need to live as full and independent a life as possible. The specialist provision we offer is accessed not only by students on site, but by students who attend mainstream further education locally. Our support is designed to empower young adults to manage their own lives and play an active part in their own communities.

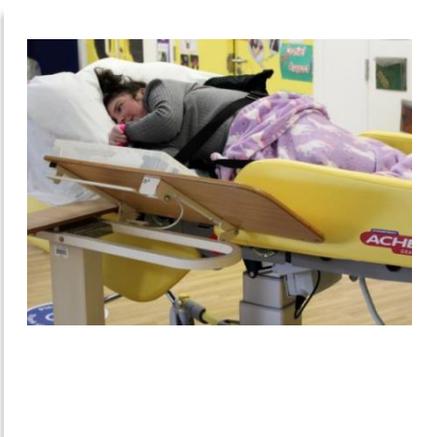
It is vital that we keep pace with the increasingly complex needs of our students. We need your help to continue to provide access to the most specialist staff, accommodation and equipment in the UK to unlock our students' potential and enable them to live the most fulfilling life possible.



How Treloar's students benefit from fundraising

The funding that we receive from local authorities simply doesn't stretch to provide the specialist equipment that our students desperately need in order to access their education and live life to the full.

Thanks to the work of the fundraising team and the support of our generous donors, during the last year we have been able to provide the following specialist equipment for our students:



Acheeva Beds

These are designed to help our students who need extra postural support but are limited to their wheelchair for positioning, or aid those who are recovering from surgery.

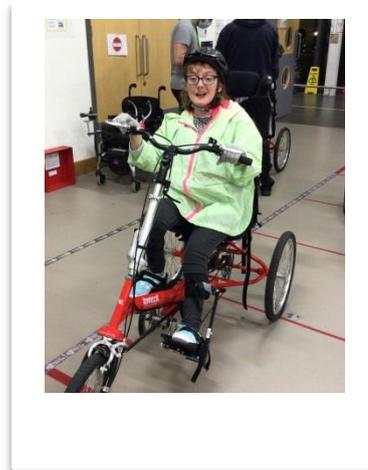
Amy (pictured) has limited mobility and has been using the Acheeva Bed regularly as it allows her to change position easily. This is one of only two pieces of equipment she's able to use apart from her wheelchair. It is important Amy and her fellow students can spend time out of their wheelchair to reduce physical discomfort.

Tomcat Trikes

These are lightweight and easily handled. The trikes provide a comfortable, soft, safe seating where our students can engage in physical exercise.

Cycling has so many health and social integration benefits for our students. It can change the future from a life spent in a wheelchair to include cycling as well as improving health, wellbeing and general fitness.

"Thank you for giving us the trike, it looks like a racing bike. It is very fast and comfortable. It's also very fun to be on".



Treloar's Virtual Tour

You can explore our campus from the comfort of your own surroundings with our online virtual tour: <https://www.treloar.org.uk/about-us/virtual-tour/>

Click the link to visit our classrooms, learn about our residential houses, view the outdoor learning spaces and all the specialist facilities Treloar's is able to offer our fantastic students. A lot of these spaces have been made possible thanks to the work of the fundraising team and the kindness and generosity of our friends and donors!

Extra-curricular activities also play an important part in the life of Treloar's students. Everyone who wants to, no matter how severe their disabilities, is given the opportunity to participate in sport giving them an amazing boost to their confidence, self-esteem and physical well-being.

King takes to the seas!



Thanks to the work of the fundraising team and generosity of donors we are able to provide these sporting experiences for our students. For many students these experiences are once in a lifetime and your donations make this possible. Here King talks about his experience when he took to the seas with Wet Wheels Foundation:

"It was good weather, hot, sunny and clear and I was feeling very excited. I met the crew that I would be with for the day and got on the boat straight away. We then spoke about the boat, the crew told me some facts and anything about safety that I may of needed to know.

When on the boat we went all the way to the Isle of Wight! We were given a tour around the whole outside of the island, we saw places like the Needles, and the docks, I hadn't ever been to the Isle of Wight before so this was so interesting to see. I'm not 100% sure how fast the boat was actually going but it felt ridiculously fast. I even got a chance to drive it myself which was super cool, it was hard to drive though as it was going so fast.

All together we were on the boat for around 4 hours. When we got back to Portsmouth I was shown round parts of Portsmouth, again with facts and things to see. Overall I had a really good day, if the opportunity came about again I'd love to do it!"