

Richard House Children's Hospice

About us

Richard House Children's Hospice helps children and their families in East London to lead as happy a life as possible when dealing with a life-limiting health condition. From the moment a child is diagnosed with a life-limiting, life-threatening or complex health condition everything changes. These changes affect the whole family, which is why we feel it is vital not only to provide care to the child but to support the whole family.

We support around 300 families each year, offering an array of much needed services. These include residential care, step-down care to help families take the step between hospital and home care enabling them to care for their child at home, music therapy to help a child with sensory needs to communicate through sound and bereavement support for all the family.

As a charity, we provide support free of charge to our families and the majority of our services are funded thanks to the generosity of our supporters.

Services we provide:

- A clinical nursing care service based on individual need
- Management of symptoms
- Overnight short breaks (respite)
- Therapeutic support: counselling, play, art and music therapy
- A range of support groups for families
- Social activities and projects to help children and young people to develop confidence
- A transition service that supports young people and their families through the move to adults' services
- Step-down care from hospital to home
- Care at the end of a child's life
- Bereavement care and support

Role details

Role title: Events Manager

Contract type: Interim (10-month contract), with the option to go permanent

Salary: £35,000 - £40,000 FTE

Reports to: Head of Fundraising

Full-time: 37.5 hours per week. To include occasional evening and weekend working where required.

Location: Hybrid / Richard House Children's Hospice, Richard Drive, London E16 3RG. Minimum of 3 days a week onsite with additional travel to meet with donors, funders and partners as needed.

Richard House is located on the edge of the Docklands in Beckton, we are close enough to the city for easy access, but we are far enough away that you can enjoy the peace and tranquillity of our award-winning gardens and woodlands.

Our nearest station, Royal Albert DLR, is a few minutes' walk from us and there are a number of buses which run close by which connect us to Canning Town and East Ham. We also have free car parking available within the grounds.

Benefits:

- Flexible working
- Annual holiday allowance of 27 days, increasing to 29 days after five years' service
- Pension scheme offering 7% employer's and 3% employee's contribution
- Employee assistance programme
- Life Assurance
- Enhanced maternity pay scheme
- Option to continue existing NHS pension (subject to meeting criteria)
- Occupational sick pay scheme
- A supportive team with a commitment to CPD

Role purpose

The Events Manager will develop an events programme that delivers excellent supporter-care to all fundraisers and supporters taking part in an event or organising their own activities, maximising income from these fundraising streams. Harnessing current supporters and leading the growth of our existing network of community and event supporters is key to this role, with a focus on developing pro-active individuals, corporates and groups wanting to engage with and support events.

The role will be hands on, focused on operational delivery of the current events programme, as well as growing it. The role will deliver against crucial short- and medium-term funding needs, as well as longer-term and sustainable income for Richard House.

Overarching responsibilities and duties

- Work with the Head of Fundraising to agree annual objectives and quarterly agile goals to contribute towards team-wide financial targets.
- With support from the Head of Fundraising, develop and lead the events programme, devising and implementing creative plans to increase the events portfolio.
- Manage and organise the annual calendar of fundraising events e.g. challenge, special, community, galas, and other initiatives, including risk assessments.
- Liaise with suppliers, agencies and other organisations as needed.
- Develop ways of working that ensure the charity delivers excellent supporter-care to all fundraisers and supporters taking part in an event or organising their own activities.
- Work collaboratively with key internal stakeholders to define and deliver supporter engagement plans.

- Work with the Senior Corporate Fundraiser and Corporate Fundraiser to identify and agree corporate organisations to actively engage in challenge events and community activities.
- Oversee the recruitment and stewardship of participants for a range of marathon, sporting and other challenge events.
- Ensure our dedicated volunteers have the experience, skill, resources and motivation to support events.
- Manage our volunteers who collect our collection tins and buckets.
- Manage activities and events on our charity-wide CRM (Raisor's Edge), ensuring accurate, up-to-date and concise record keeping.
- Develop a regular review and evaluation process for events and activities and use this insight to continuously improve delivery.
- Be ready to report regularly and accurately to the Head of Fundraising, and CEO on financial and performance information.

Professional responsibilities:

- Maintain confidentiality.
- Work within the policies, procedures and guidelines of the hospice, in accordance with statutory requirements, and to best charity fundraising and communications practices.
- Be familiar with fire, emergency and safety regulations, ensuring compliance across all fundraising and communications activities and events.
- Maintain good working relationships with other members of the hospice staff and volunteers.
- Undertake any training in line with the hospice's policies.
- Keep up to date with sector best practices and legislation.
- Conduct yourself in accordance with hospice values, and to be a good ambassador for the hospice.
- **Data Protection:** You are required to control and process data held on computer. This must be undertaken lawfully in compliance with the UK's GDPR and Data Protection Act. Breaches of confidentiality in relation to confidential, personal or sensitive data will result in disciplinary action, which may include dismissal.

This role description is subject to periodic review and amendment.

Person specification

Essential experience:

- A track record in managing and delivering fundraising events, including participant cultivation and stewardship.
- Evidence of developing supporter-care processes to increase engagement.
- Experience of the practical application of the Fundraising Regulator, Gift Aid and Data Protection legislation.
- Experience working with volunteers would be beneficial.
- Ability to keep up to date with developments in hospice fundraising and identify opportunities to benefit from them.

Essential skills:

- Excellent relationship building and stewardship skills.
- Project management ability (no qualification needed).
- Ability to respect confidentiality.
- Excellent communications skills.
- Ability to remain positive and constructive under pressure and to embrace feedback.
- Highly motivated with the ability to organise developmental activities for self and team to increase competency levels and meet future business goals.
- Good working knowledge of IT, including Microsoft Office, databases, and digital platforms.

How to apply

Richard House Children's Hospice is working with Charisma Charity Recruitment.

Applications should be submitted through the [Charisma website](#), and include:

- A comprehensive CV

For an informal and confidential discussion about the role, please contact:

Katherine Anderson-Scott, Associate Director of Charisma Charity Recruitment on 01962 813300 or email info@charismarecruitment.co.uk

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.

Closing date: 17 July 2025

Due to the nature of the role, Charisma will be reviewing applications and actioning on a rolling basis. Candidates with availability and/or notice periods of a month or less are actively encouraged to apply.