



Job Description

Job title: Special Day Co-ordinator

Location: Hatfield

Responsible to: Director of Special Days

Salary: c£22,000 per annum

Purpose of the work

To be the first point of contact between the Willow Foundation and special day applicants and ensuring the smooth running of their special days.

Main tasks

- To work with the medical advisor to ensure every special day is enjoyable, stress free and of the recipient's own choosing
- To manage special days from start to finish – trouble shooting where necessary – regularly working to tight deadlines
- To play a proactive role in the special day team – researching new special day opportunities and ideas, identifying new referral streams, etc

Key Duties

- To advise individuals and the medical profession as to the eligibility of applicants and the suitability of special day choices
- To research and contact all necessary suppliers in the fulfilment of special days and to negotiate the best possible terms with said suppliers.
- To prepare internal communication on special days (ie itineraries)
- To draft communications to recipients and family members
- To ensure all post day communication and thank you letters are completed
- To keep an accurate account of all quotes, actual and true costs of special days
- To enter all necessary information onto the Foundation's database (Raisers Edge) and run reports
- To assist with the preparation of charity information relevant to applicants and the medical profession
- To undertake training and skills development and keep up to date with the changing requirements of the role
- To be 'on call' at weekends by phone in case of any special day queries or emergencies
- To participate as a team member in group working and activities
- To undertake other duties as may be required

Person Specification

The most important attribute to this position is communication skills. You will be working within a small team dealing with charity recipients, suppliers and key personnel in the world of sport and entertainment who are in a position to assist with the fulfilment of special days. You will have exceptional organisational, written and listening skills, be an ideas person and have the confidence to try for the impossible. As a high percentage of this role is on the telephone, you must have a confident yet sympathetic manner. You will be computer literate (Microsoft Windows) and have an aptitude to learning new skills for which training will be given.

	Essential	Desirable
Experience and knowledge <i>This may be gained from employment, voluntary work or leisure activities</i>	<ul style="list-style-type: none"> Proficiency in Microsoft Office 2007 - to include Word, Excel and Good understanding of how to create and maintain excellent customer care 	Experience of working in charity sector
Skills and abilities	<ul style="list-style-type: none"> Excellent written and verbal communications skills Highly organised Able to manage workloads and conflicting priorities Confident and clear telephone manner Able to compose letters Good attention to detail Good level of numeracy 	Good working knowledge of Raisers Edge
Personal qualities	<ul style="list-style-type: none"> Team player Self motivated with an ability to work independently Flexible approach to work (able to respond to different challenges) Enthusiastic personality and to enjoy being part of a busy and lively team 	Interest in the news, what's happening in the wider world eg sport, current affairs, etc
Circumstances	<ul style="list-style-type: none"> Able to work 9am-5pm Able to work occasional irregular hours (at busy periods or to attend events) 	

Applications by CV with a supporting letter by 1st March 2010 by email to simone.martin@willowfoundation.org.uk or by post to Simone Martin, HR Manager, Willow Foundation, Willow House, 18 Salisbury Square, Hatfield, Hertfordshire AL9 5BE.

In return we offer a good remuneration package, 25 days holiday and a contributory pension scheme.

All vacancies will require some work flexibility, including some evenings and weekends.