

Job Description

Job title:	Challenge Events Manager
Directorate:	Fundraising
Location:	Head Office / Hybrid
Accountable to:	Head of Challenges and Community
Accountable for:	Senior Challenge Fundraising Officer
Pay grade:	Band 7
Type:	Full Time, Permanent

Values Framework

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

General Overview of Role

To lead on the Combat Stress Challenge portfolio including third party and DIY Challenge events. You will maximise and identify opportunities to grow challenge events and continually ensure outstanding stewardship and supporter engagement to drive income.

Main Duties and Key Responsibilities

Strategy, Planning and Budgeting

- Work with the Head of Challenges and Community on developing the strategy for the challenge events portfolio.
- Deliver the existing challenge event portfolio in line with agreed plans and budgets.
- Lead on reforecasting throughout the year of the challenge events portfolio as needed.
- Lead on the budget for the 2025/26 FY for Challenge Events.
- Be a challenge events expert, networking with other charities and external stakeholders in the sector.

Project and Events Management

- Lead, manage, deliver and evaluate on a programme of challenge events.
- Support the team to deliver multi-channel event communications and a sector-leading stewardship journey to ensure fundraisers feel engaged and inspired from the moment they sign-up.
- Approve copy and imagery for marketing and stewardship collateral.
- Manage the relationship with the corporate partnerships team, ensuring corporate partners participating in challenge events have exceptional experiences.

COMBAT STRESS

- You'll be responsible for multiple aspects of event delivery and have the opportunity to collaborate with teams across the organisation.
- Proactively research and identify opportunities to grow the portfolio, monitoring the market and sector trends, and making recommendations to the Head of Challenges & Community.
- Identify areas of improvement and work with the team to develop and improve systems and processes relating to challenge event fundraising .
- To provide reports and forecasting against agreed KPIs including income and expenditure, registrations and supporter satisfaction.
- Ensure all fundraising is carried out with adherence to charity law and all related regulations plus policies.
- Develop a network of volunteers to assist on event days.
- Working with the Communications and Digital Teams to promote all activities, highlighting supporter stories.
- Maintain accurate records on using Raiser's Edge and ensure supporter data is managed effectively and within the law/GDPR regulations and run reports and queries as required.

Relationship Management & Development

- Work closely with and develop strong working relationships with teams across Fundraising, Marcomms, Digital and Clinical to drive income, collaboration and high levels of engagement throughout the organisation.
- Develop strong working relationships externally to negotiate contracts that secure the best value for the charity; and ensure projects are delivered on time and within budget.
- Work with the Database team to ensure that data is collected and stored efficiently, and post-event analysis is comprehensive.

Line Management

- Effectively recruit, train, line manage and develop staff in line with Combat Stress policies and practices, including annual performance reviews, supporting development and regular 1-2-1s.
- Identify learning and development opportunities including training, coaching and skills sharing to maintain and improve staff performance.

General

- Always work in compliance with the Fundraising Regulator's Code of Practice, the General Data Protection Regulation (GDPR), all other relevant regulations, and Combat Stress policies and Procedures.
- Deputise for the Head of Challenges & Community as required at Combat Stress meeting and events.
- Attend and present at fundraising events and social gatherings off site including evenings and weekends.
- To carry out other tasks as required by the Head of Challenges & Community and Director of Fundraising.

Risk Management

As an employee of the Charity, the postholder is required to be risk aware and readily able to identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder's line manager.

INFECTION PREVENTION AND CONTROL

- Maintain an up-to-date awareness of the Infection control procedures relevant to your area of work and implement these in practice. As a minimum this must include hand hygiene and the use of personal protective equipment as appropriate.

“As a healthcare environment, and for the health and wellbeing of our staff, veterans and visitors, we encourage everyone at Combat Stress especially professionals that are veteran facing to take up the offer to be fully vaccinated against Covid-19”

Date 23 May 2025

Signature of postholder

Print name

Date
