

Charity Concierge Project Manager

Job description

Contract: 8-week fixed term contract (July & August)

Hours: 40 hours per week split 5 days on, 2 days off per week (nb weekend work necessary over festivals). See working pattern below - this may change slightly as we finalise logistics.

Salary: £125 per day (self-employed contractor)

Location: Various locations; travel to Camp Bestival Dorset, Wilderness Festival and Camp Bestival Shropshire

Reports to: Events Officer, Income Manager

Start date: Monday 8th July 2024

Application deadline: Friday 12th April 2024

Applicants must have the right to work in the UK, a clean driving licence, confidence driving a van and availability to work the festival dates and locations specified below.



Lulworth Estate, Dorset
24th - 29th July



Cornbury Park, Oxfordshire
31st July - 5th Aug



Weston Park, Shropshire
14th - 19th August

About Child.org

Child.org is a data-driven global health charity working to champion maternal and child health in Kenya, where neonatal mortality rates have barely changed in the last five years. Through community-based health interventions in partnership with local health authorities, we're making pregnancies, births and early years safer.

We work with the health authorities to provide life-saving, life-changing antenatal and postnatal health information to pregnant women, connect at-risk pregnant women to essential healthcare services and advocate for improved quality of care.

Our team of 9 is split between Nairobi and Meru, Kenya, where our programming team are based and Bristol, UK, where we lead on fundraising and operations.

The Opportunity / The Role

You'll be joining the Child.org team at a pivotal time for the charity. Following the challenges of Covid-19 and cuts to overseas aid, we've taken stock to reflect, invest and rebuild. With a new, clear strategic vision and having identified how best to scale our work for maximum impact, we are now in a position to grow quickly and sustainably.

You'll be the Project Manager for one of Child.org's most successful flagship fundraising events and one of the UK's best festival volunteering providers, Charity Concierge. Partnering with various UK music festivals, Charity Concierge provides a donation-based festival taxi service and drinks service for festival-goers.

This is a proven, fast-paced project working with multiple stakeholders and leading a team of 200 volunteers to deliver a flagship festival fundraising and volunteering programme. In 2024, we aim to raise over £100,000 for Child.org through Charity Concierge.

Joining our team over the festival season, the Project Manager will play a pivotal role in boosting vital 'unrestricted' income so that we can invest in developing and scaling our ground-breaking maternal and neonatal health programmes in Kenya, making pregnancies, births and early years safer for women and babies.

Broadly, your role will cover

- On site management of the Charity Concierge team; supported by core staff
- On site stakeholder liaison
- Procurement
- Set up/logistics
- Volunteer Management

Key Responsibilities and Deliverables

Pre-event

- Manage Charity Concierge enquiries inbox: answering questions from volunteers and festival goers,
- Create rotas for volunteer and festival management teams
- Volunteer accreditation: use Eventree to upload/edit volunteer details and prepare volunteer passes
- Create festival-specific Event Management Plans and run sheets to be shared with Festival Team (you will be given a template to work from)
- Create Feedback forms for volunteers and daily review forms to note fundraising totals/feedback.
- Procurement and logistics: final event purchases e.g., volunteer snacks, first aid kits, spill kits and fuel can (you'll have a purchasing plan to work from); prepare festival-specific Logistics Plans to ensure each festival team has enough supplies and can quickly load their vehicles ready to depart for site.

On-site

- Stakeholder management: liaising with site security, steward teams and Health and Safety to ensure services run smoothly; work with Access teams to provide support for Access Buggy requests (as and where required).
- Volunteer management: introductions and training for volunteers on service delivery, ongoing support to Volunteer Manager.
- Service delivery: ensure management teams are prepped and supported to deliver exceptional Charity Concierge services
- Manage End of Day process: tally end of day sales from EPOS (card machines); update festival totals in spreadsheet and share with Festivals team.

Post-event

- Manage and process volunteer deposit returns
- Working with Volunteer Manager, collect and collate volunteer feedback
- Update festival budgets: revenue raised and expenses incurred
- Complete small report on Charity Concierge, detailing successes, challenges and recommendations.

What we're looking for:

- Excellent organisational and time management skills
- Exceptional communication and interpersonal skills
- Experience working with and managing volunteers, small teams and partners
- Confident leader with strong decision making and problem solving skills
- Experience of public speaking
- Experience of planning, delivering and reviewing events
- Someone with a keen interest in the charity sector

Benefits

- Travel to 3 UK music festivals ('Camp Bestival Dorset, Wilderness and Camp Bestival Shropshire'), including time off to see live acts.
- Experience working for a fast-growing international charity with exceptional an exceptional events programme

To apply

Please send your CV and a very brief summary of why you have applied to this position via email to hello@charityconcierge.org.

Successful applicants will be invited to a short telephone interview, followed by a full interview in late May/early June.

Working pattern

JULY Mon 1	Tues 2	Weds 3	Thurs 4	Fri 5	Sat 6	Sun 7
Mon 8 ON	Weds 9 ON	Weds 10 ON	Thurs 11 ON	Fri 12 ON	Sat 13	Sun 14
Mon 15 ON	Tues 16 ON	Weds 17 ON	Thurs 18 ON	Fri 19 ON	Sat 20	Sun 21
Mon 22 OFF	Tues 23 Camp Bestival Dorset ON	Weds 24 Camp Bestival Dorset ON	Thurs 25 Camp Bestival Dorset ON	Fri 26 Camp Bestival Dorset OFF	Sat 27 Camp Bestival Dorset ON	Sun 28 Camp Bestival Dorset ON
Mon 29 Camp Bestival Dorset ON	Tues 30 OFF	Weds 31 Wilderness Festival ON	AUGUST Thurs 1 Wilderness Festival ON	Fri 2 Wilderness Festival OFF	Sat 3 Wilderness Festival ON	Sun 4 Wilderness Festival ON
Mon 5 Wilderness Festival ON	Tues 6 OFF	Weds 7 ON	Thurs 8 ON	Fri 9 ON	Sat 10 OFF	Sun 11 OFF
Mon 12 ON	Tues 13 Camp Bestival Shropshire ON	Weds 14 Camp Bestival Shropshire ON	Thurs 15 Camp Bestival Shropshire ON	Fri 16 Camp Bestival Shropshire OFF	Sat 17 Camp Bestival Shropshire ON	Sun 18 Camp Bestival Shropshire OFF
Mon 19 Camp Bestival Shropshire ON	Tues 20 OFF	Weds 21 ON	Thurs 22 ON	Fri 23 ON	Sat 24 OFF	Sun 25 OFF
Mon 26 ON	Tues 27 ON	Weds 28 ON	Thurs 29 ON	Fri 30 ON	Sat 31	