



## JOB DESCRIPTION

Job Title	Events and Operations Assistant
Hours	10 hours per week
Working Pattern	Minimum of 2 days a week Days worked to include Tuesday and Thursday Hours to be worked between 09:00 and 17:00
Pay	£12.71 per hour
Benefits	66 hours annual leave (including statutory holidays)
Contract	Permanent
Location	Home-based within the UK Reimbursed travel twice a year to London for the CAUK Annual Conference (1 <sup>st</sup> Saturday in October) and annual team-meeting.
Line Manager	Charity Manager

### Cavernoma

1 in 625 people have a cavernoma; a cluster of abnormal blood vessels in the brain or spine that look like a raspberry. Whilst most people don't experience symptoms, those who do can have haemorrhages, seizures, headaches, neurological problems and a range of other life impacting symptoms.

### Cavernoma Alliance UK

Cavernoma Alliance UK was founded by Dr Ian Stuart after his life changed overnight following a devastating cavernoma bleed. Lacking information and support networks, he resolved to make sure that no-one else faced cavernoma alone. 20 years after his first bleed Ian's dream became a reality and he formed Cavernoma Alliance UK in 2005.

What started as a volunteer-led helpline run from Ian's home in Dorchester quickly became a national charity with over 4,200 registered members and 4 part-time staff (equivalent to 2.1 people) working from home, supported by self-employed contractors.

Volunteers are still at the heart of our charity, with over 50 volunteers running our helpline, buddying, meet-ups and online chats. Alongside our support activities we provide information through our website, social media, monthly webinars and annual conference; all of which is approved by our Medical Advisory Board.

We also promote research. We led the only James Lind Alliance Priority Setting Partnership for cavernoma, we were partners in the first clinical trial of neurosurgery and stereotactic radiosurgery for cavernoma funded by the National Institute for Health and Care Research, and were proud to announce in 2024 the start of novel gene therapy research at University College London.

## Role

The Events and Operations Assistant helps keep CAUK's events, enquiries and day to day administration running smoothly. You will be the first point of contact for general enquiries, event registrations, fundraising questions and donations, while the helpline team supports people seeking emotional or practical guidance about living with cavernoma.

You will help organise our key annual events, support people who are fundraising for us, and assist the Charity Manager with research-related administration and awareness activity. This role is practical and varied. It suits someone who is organised, responsive, prompt and timely manner, and takes pride in making sure things run well behind the scenes, while communicating warmly and clearly with everyone who gets in touch.

You will regularly be communicating with members who may be living with neurological differences or other challenges arising from their cavernoma(s). Patience, empathy and reliability are therefore essential, alongside clear and thoughtful communication.

During your first year you will receive support and guidance to build confidence in the role. Over time, you will be expected to take increasing ownership of key areas of work, managing responsibilities independently while knowing support is available when needed.

## Responsibilities

### 1. Inbox and first point of contact

- Manage the [admin@cavernoma.org.uk](mailto:admin@cavernoma.org.uk) inbox (Gmail) and respond to enquiries within 3-5 working days, in friendly and empathetic way.
- Handle a wide range of enquiries including those related to CAUK organised events, fundraising, social media and general queries about the charity. This may include accessing and replying from the [helpline@cavernoma.org.uk](mailto:helpline@cavernoma.org.uk) inbox when needed.

### 2. Supporting delivery of CAUK events this will include:

- The Annual Conference (1<sup>st</sup> Saturday in October, 100-120 attendees) including speaker liaison, collecting biographies and headshots, Eventbrite setup, promotional materials, booking queries and on the day support. This requires in person attendance.
- The Annual Snowdon Climb (1st Saturday in June, 80-100 participants) including registrations, welcome packs, following up on disclosed medical conditions, preparing climbing packs, update emails and thank you certificates. Attendance is optional.
- Monthly Information Webinars via Zoom (one evening a month) including inviting speakers, collecting biographies and headshots, setting up the registration page, responding to attendee queries and supporting during the webinar by monitoring questions in the chat.
- Brain Awareness Week meet ups in March, as directed by the Volunteer Manager, with tasks shared with the Member Support Assistant.
- CAUK volunteer attendance at external conferences by arranging courier collection and return of display materials and liaising with organisers as needed.

### 3. Looking After Our Fundraisers and Supporters

- Reply to people who want to fundraise for CAUK with warmth and appreciation, making sure they feel valued and supported from the very start.
- Send out fundraising t shirts and materials, working with our lovely fundraising volunteer who kindly posts these for us.

- If they would like to, invite them to share their story on social media. Handle this gently, recognising their personal experience of cavernoma, and draft something for them to check and approve.
- Send good luck messages before their event and a heartfelt thank you afterwards, including a thank you certificate. Keep a clear record of their support.
- Be the first point of contact for people making one off or regular donations, providing bank details if needed and responding in a warm and personal way.
- Send handwritten or personalised thank you cards to donors and, where they are happy for us to do so, share a short thank you message on social media.

#### **4. Supporting the wider work of the charity**

- Provide general admin support linked to the research projects led by the Charity Manager. This may include arranging meetings with clinicians or researchers, setting up Zoom calls and helping with follow up emails.
- During June, Cavernoma Awareness Month, help with our awareness campaign, especially thanking people who send in their 'I Am Cavernoma' photos and stories and helping prepare these for social media.
- Keep an eye on CAUK's social media spaces and let the Charity Manager know if anything needs attention, particularly in the closed Facebook Group.
- Be a supportive member of our small team, joining our monthly online team meetings, our annual in-person meeting, sharing information and helping out where needed so we can work well together.

#### **5. Working responsibly and professionally**

- Follow CAUK's policies and procedures at all times, including our Code of Conduct, Health and Safety, Data Protection and privacy, Equality and Inclusion, and other charity and employment policies.
- Help us maintain high standards in how we work, handle information and support our community.
- Meet regularly with the Charity Manager to reflect on your work, review progress and identify any support or development you may need.

### **Essential experience and skills**

We're looking for someone who brings both practical skills and genuine care for our community.

1. At least two years' experience in an administrative role, ideally with some experience helping to organise events.
2. Lived experience of cavernoma, or a similar condition, either personally or through supporting someone, and a real desire to use that understanding to help others.
3. Good organisational skills, with the ability to prioritise and manage your time well, working on your own initiative as needed.
4. Availability to attend our CAUK Annual Conference (first Saturday in October) and annual team meeting, both normally held in London with expenses reimbursed. This can be taken as over-time or TOIL, as agreed with the manager.

5. An understanding of the challenges faced by people living with a neurological condition.
6. Good general IT skills, particularly Zoom, Microsoft Office, and Gmail - with Canva and Eventbrite also being desirable
7. Flexibility and willingness to learn and adapt, with the confidence to handle new queries as they arise, knowing support is available when needed.
8. Clear and kind communication skills, with sensitivity to members who may experience cognitive, speech or other neurological challenges.
9. Commitment to maintaining confidentiality within the team, with the exception being if someone is a risk to themselves or others necessitating a safeguarding referral.
10. A team player who is flexible and responsive, and who understands the realities of working in a small charity where priorities can shift.
11. A commitment to working in line with CAUK's values and policies, helping us keep our members, volunteers and staff safe.
12. The ability to work within agreed structures while also using your own initiative.
13. A willingness to keep learning and developing in the role, including attending our CAUK volunteer training and any other training identified as relevant to the role.
14. A valid DBS certificate, or a willingness to undergo a DBS check if appointed.

## **Desirable experience**

It would be helpful, though not essential, if you also have:

- Experience working with a charity and/or volunteers.
- Experience working with clinicians or researchers.
- Experience using email marketing or communication platforms, ideally Mailchimp.
- Availability to attend our Monthly Information Webinars (usually one Wednesday evening a month) and if accessibility allows our Annual Snowdon Climb (1<sup>st</sup> Saturday in June). This can be taken as over-time or TOIL, as agreed with the manager.

**Please note:** No job description can cover every task that may arise. From time to time, you may be asked to help with other duties that are in keeping with the nature of the role.