

ADVOCACY >> CREDIBILITY >> COMMUNITY



CHARITY  
IT LEADERS

Registered Charity Number: 1153226

Events and Office  
Co-ordinator

"We want our members to feel part of a community, to connect with peers who 'get it', who understand the challenges and frustrations they face. We want more organisations and individuals to benefit from the resources, events and networks that we proved so that technology can deliver maximum impact across our sector."

*Laura Dawson, Interim Chair of Trustees, CITL*

AUTHORITY >> EXPERIENCE >> KNOWLEDGE

## Who we are

CITL is the leading digital technology networking group for the UK charity and not-for-profit sector. As a charity ourselves, we understand the pressures and challenges faced by our members, and we are committed to providing the support and resources they need to achieve their goals.

Since 2000, our mission has been to make charities more efficient and effective by using the power of technology and digital as a key driver of business change and service delivery.

Our vision is to drive excellence and innovation, to ensure that digital technology is recognised as a professional and credible career path, to celebrate diversity, and do all we can to remove barriers to entry for minority voices and communities.

We aim to be the trusted voice of our sector, and to support the digital technology leaders of today and the future in delivering vital outcomes for people, animals, the environment and society.

*"As a technology leader, I've discovered a wealth of shared experience from peers from other charities, which is actively shared. Members reach out to the group seeking information and guidance on technology solutions, platforms or things to watch out for when embarking on new projects. There is also the opportunity to meet members face to face and virtually in the annual conference, virtual meetings and webinars through which members can share and discuss topics of interest. I would therefore strongly recommend CITL participation to any Charity wanting to benefit through collaboration and knowledge sharing."*

***Giri Gopalan, Head of Technology Design, Guide Dogs***

# A brand new role

CITL is growing; our membership, our events programme and our sponsor activities. Over the last 3 years we have seen a significant uplift in our membership numbers and prospect pipeline, we have delivered more, bigger events, and we have a committed cohort of sponsors who want to do more to support our sector. We need to increase our staff team to meet this increased activity and maintain the excellent quality and service CITL is known for.

We have created an exciting new Events and Office Co-ordinator role to support the delivery of our growing events programme and provide administrative support to the CEO and Business Manager. This is a permanent full-time role, and will sit alongside another new part-time, fixed-term role; Programme Manager - 25th Anniversary Campaign.

Our events support our members and the wider sector in networking, knowledge-sharing, innovating and problem-solving, and are also an opportunity for our sponsors to meet and network with charities and NFPs and to share their knowledge and expertise.

Under the direction of the CEO, and with support from the Business Manager and volunteers, you will be responsible for co-ordinating our events, including full administrative support, venue research and management, event promotion and marketing, and researching and inviting speakers. You will also lead on ensuring effective follow-up to each event and on maximising the impact of the event on our social media channels.

Working on events will account for approximately half of the role. Your remaining time will be focussed on providing administrative support for the CEO and Business Manager across member and sponsor activities and general admin tasks. This will include supporting with mailings, coordination of specific activities and some general office management.

This role is a starter position, and extensive events and office experience is not essential. Some experience is desirable, but this could come from work, education or your personal life. We are looking for a confident, organised individual, with good written and verbal communication skills, and excellent knowledge of Microsoft applications. If you think this could be you, please get in touch.



Su Crighton,  
Chair of Trustees

Su Tree



Tree Hall, CEO at  
Charity IT Leaders

CONNECTED >> ENGAGED >> EMPOWERED

# Meet our super staff team

Our small, but perfectly formed staff team deliver a huge amount for our members. Both Tree and Claire are part-time, yet they squeeze the maximum possible out of their working day. Between them, they deliver all of our content, the website and member channels in Teams and WhatsApp,

## **Tree Hall - CEO**

Tree joined CITL as Business Manager in 2019 as their first paid member of staff, and was promoted to CEO at the beginning of lockdown in 2020. Under her stewardship the organisation has increased its presence and profile in the sector, expanded and developed member services, worked in partnership with organisations including CFG, SASIG, Computing and Tech Talent Charter, and delivered a sponsorship programme with a lengthy waiting list.

With her background in fundraising, marketing and the third sector, Tree brings extensive experience and has big ambitions for CITL's future.



## **Claire Jago - Business Manager**

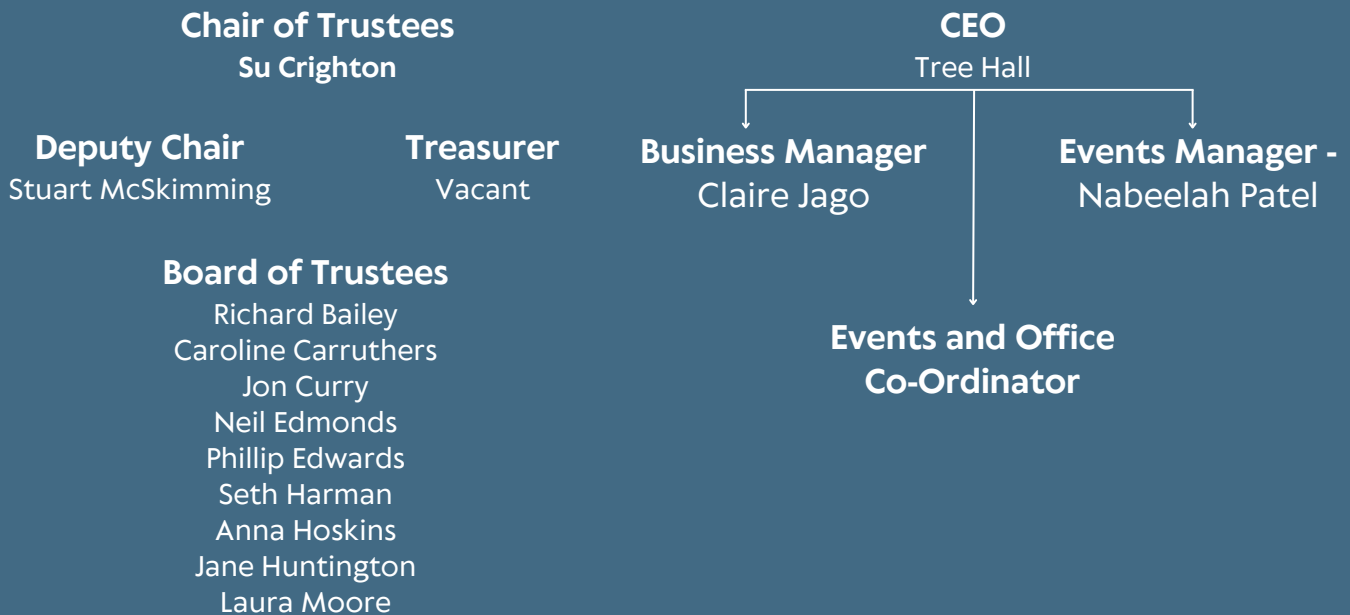
Claire was appointed in 2022 and her experience managing databases and data reporting at Sightsavers enabled her to support, and lead, on some of CITL's key administrative and functional initiatives. She led on the implementation of our new CRM system, and is our Beacon guru, as well as being the go-to person for our members.

She provides admin support, as well as utilising her encyclopaedic knowledge of the membership to deliver improved member services. She is also the lead contact for CRM development and enthusiastically prevents Tree from being gung-ho with system changes and developments.



# Organisational Structure

## Board and Staff Structure



## Sub Committees

<b>Ethics Committee</b>	<b>Finance &amp; Audit Committee</b>	<b>Marketing Committee</b>
<b>Committee Chair</b> Su Crighton	<b>Committee Chair</b> Tree Hall (CEO) - Interim	<b>Committee Chair</b> Stuart McSkimming
<b>Committee Members</b> Richard Bailey Phillip Edwards Tree Hall (CEO) Seth Harman Jane Huntington	<b>Committee Members</b> Richard Bailey Jon Curry Neil Edmonds Anna Hoskins Jane Huntington	<b>Committee Members</b> Caroline Carruthers Phillip Edwards Tree Hall (CEO) Anna Hoskins Laura Moore

CREATORS >> INNOVATORS >> ACHIEVERS

# Events and Office Co-ordinator

We have created a new, full-time, permanent role to facilitate the delivery of our events programme and provide general administrative support for our key programmes of work and to the CEO and Business Manager. The role will be home-based with occasional meetings off-site, and you will be expected to attend our face-to-face events, which are predominantly hosted in the south east of England. We will provide a laptop, monitor, keyboard etc to enable you to work effectively and safely from home.

## About the person

You do not need to have extensive event experience. Some knowledge or experience, which could come from past employment, education or your personal life will be advantageous. Attitude, commitment and enthusiasm are important, and a willingness to learn new skills, and demonstrate flexibility when priorities change.

You will have excellent written and verbal communication skills, and be confident in the use of technology. If you have used a CRM system this is beneficial but not essential as we will provide training in the use of our CRM system.

You will have excellent administrative and organisational skills, and the ability to manage conflicting priorities and deadlines, while maintaining attention to detail. You will need to be able to work independently and as well as part of a team.

You will have knowledge and understanding of the charity and not-for-profit sector, but do not need to have worked for a charity. You do not need to be a digital technology specialist, or have worked in this area, but you will have a keen interest in our work.

## Knowledge:

- Highly proficient user of Microsoft Word, Excel, PowerPoint, and Adobe Acrobat.
- Knowledge of social media platforms, in particular, LinkedIn.
- Knowledge of the charity and not-for-profit sector.

## Experience related to position:

- Ability to organise self and others, including understanding of administration and processes gained from a work or educational environment.
- Ability to plan and deliver events including communicating relevant information to attendees and others.
- Confident in managing your own time and workload whilst being able to work well with others in a small team, including communicating ideas and issues well.

## Behaviours and skills:

- Excellent organisational and prioritisation skills, and ability to balance competing demands.
- Excellent verbal and written skills, including ability to draft accurate and succinct emails and documents, and a strong attention to detail and accuracy.
- Ability to work without direct supervision and to prioritise own workload, to multi-task and to work to deadlines.
- Able to problem-solve, but also confident in asking for help when needed.
- Embraces new technology and new ways of working.
- Commitment to CITL's vision and objectives.

PEOPLE >> TECHNOLOGY >> ACHIEVEMENT

# Events and Office Co-ordinator

## **Purpose of the Events and Office Co-ordinator**

This exciting new role will support the delivery of the our busy events programme, creating opportunities for networking, information-sharing, collaborating and problem-solving for our members and the wider community, including our sponsors. It will also ensure that we capitalise on the marketing opportunities arising from our events, and maximise the traction we can gain from promoting on social media, to raise awareness of CITL and help us to amplify our voice in order to best represent the needs of our members and non-members.

Under the direction of the CEO, and with support from the Business Manager and volunteers, you will be responsible for co-ordinating our events, including full administrative support, venue research and management, event promotion and marketing, and researching and inviting speakers. You will also lead on ensuring effective follow-up to each event and on maximising the impact of the event on our social media channels, website and other appropriate platforms.

Working on events will account for approximately half of the role. Your remaining time will be focussed on providing much needed administrative support for the CEO and Business Manager across member and sponsor activities and general admin tasks. This will include supporting with mailings, coordination of specific activities and some general office management, plus some communications activities, social media, CRM and data entry and maintenance.

## **Additional information**

This role will be home-based and we will provide the equipment necessary for you to carry out your duties safely and effectively. You will need access to a reliable broadband connection. CITL does not pay for broadband subscriptions.

Some travel and occasional overnight stays will be required. Reasonable travel costs and expenses will be reimbursed, and any additional hours worked will be given as TOIL or in some cases we will make an exceptional overtime payment.

The role is full time - 35 hours per week - and you will be entitled to 25 days annual leave plus all Bank Holidays. The office is closed between Christmas and New Year; this time is given in addition to your holiday entitlement.

We are a small, friendly and collaborative team, with a flexible, supportive and inclusive ethos. CITL is at a pivotal point in it's growth and development, and this is an exciting time to join the organisation.

# About events and admin

## Primary duties

The following is not exhaustive, but is a broad description of the key duties of the Events and Office Co-ordinator:

### Events:

Working with the CEO, ensure the effective delivery of our annual events programme. This will include:

- Managing the administration and supporting the delivery of our events calendar.
- Providing end-to-end events oversight from planning through to delivery and evaluation.
- Scoping venues, liaising with contractors and external agencies.
- Managing attendees from invitation, to responses and delegates lists.
- Ensuring events are uploaded onto our website and promoted effectively to members and non-members and more widely on social media.
- Assisting the CEO in invoicing processes, timelines, and logistics of events.
- Acting as the main co-ordinator and event lead to ensure their smooth running.
- Creating briefing notes and liaising with speakers, arranging briefing and debriefing meetings.
- Organising travel, accommodation and other logistics for team members.
- Leading on reporting on the success and impact of CITL's events using our CRM and member feedback.
- Assisting on the promotion of events using social and digital media.

### General

- Providing general administrative support for mailings and coordination of general activities. Supporting the CEO and Business Manager with logistics and admin as and when required.
- Support the Clerk to the Board to ensure the smooth running of Trustee Meetings if required.
- Producing invoices and other documents for sponsors and members and ensuring these are circulated in a timely manner.
- Maintaining accurate records for invoicing, membership and sponsorship and other activities as required.

### Other commitments

- You will be required to attend our annual conference, which is generally held over three days in the first week of October.
- You will be expected to attend other face-to-face events throughout the year, and to participate in all online events

### Hours and remuneration

- The role is full-time - 35 hours per week - and we can offer some flexibility about when those hours are worked.
- You will have 25 days annual leave each year, plus Bank Holidays and time-off between Christmas and New Year when the office is closed.
- The annual salary is £25,000, which will be subject to an annual cost of living increase
- You will receive a company pension and we will make a contribution of 3% of your salary



PEOPLE >> TECHNOLOGY >> ACHIEVEMENT

# How to apply

## **Any questions?**

If you would like further information, have any questions, or would like to arrange an informal chat about the role, please contact our CEO, Tree Hall, via email at [tree.hall@charityitleaders.org.uk](mailto:tree.hall@charityitleaders.org.uk).

## **To apply**

Please email a covering letter and your CV to Tree Hall by Friday 24 January, using the email subject header 'Application - Events and Office Co-ordinator'. Your covering letter should explain how you meet the needs of the role, and why you would like to work with us. If there are any elements of the person description that you don't feel you meet, please explain how you would develop the skills or knowledge you need.

## **Next steps**

We will aim to shortlist successful candidates by Wednesday 29 January, and to hold interviews via Teams during the week commencing 03 February.

# INDIVIDUALS >> ORGANISATIONS >> COMMUNITIES

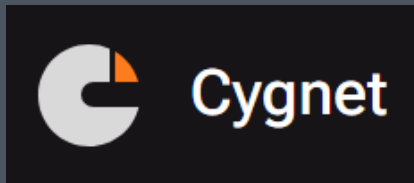
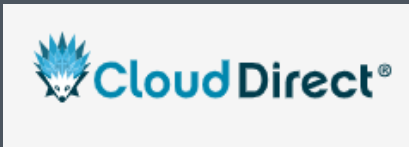
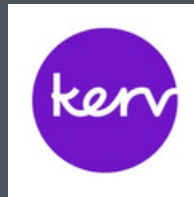
## Some of our members - past and present



CHARITY  
IT LEADERS

MEMBERS >> SUBSCRIBERS >> SPONSORS

# Our sponsors



CHARITY  
IT LEADERS

INNOVATION >> COLLABORATION >> EXPERTISE

## Charity IT Leaders (CITL)

W: <https://www.charityitleaders.org.uk>

E: [admin@charityitleaders.org.uk](mailto:admin@charityitleaders.org.uk)

LinkedIn: <https://www.linkedin.com/company/charity-it-leaders>

Registered charity number: 1153226

Registered address: c/o Rodliffe Accounting Ltd  
1 Canada SQ 37th Floor  
Canary Wharf  
London  
E14 5AA

*"CITL is the group I didn't know I needed. The shared knowledge and experience has been invaluable for me personally and for the charity, and no doubt benefits the wider sector. I would, and actively do, recommend it to others!"*

***Brigid MacDonald, Head of IT, Breast Cancer Now***

CHARITY  
IT LEADERS

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