

INTERNSHIP SCHEME

Role Description

Macmillan Cancer Support: Volunteer Role Description and skills profile

Role title: Challenge Events Internship for Running Events

Why do you need me?

To help develop and build our running events with the aim of engaging and exceeding customer expectations to ensure their continual support of Macmillan together with working towards our aim of being the leading charity in running events in the third sector. Also to ensure we exceed our fundraising target of £3,029,349 and registrations of 5,835.

What activities will I be involved in?

- Helping out the Challenge Events Co-ordinator with local run administration and working with the Regional Events Teams to successfully roll out local runs across the UK on a consistent basis
- Give our supporters an experience of the event that is so positive and enjoyable that it encourages them to raise more money and stay involved
- Event promotion and marketing to grow the events for Macmillan, maximise participant recruitment and increase brand awareness plus evaluate the success of respective campaigns
- Assisting with event administration from donation-thanking and financial processing, preparation of event mailings and preparations for on-the-day activities
- Data input and management
- Recruitment and support of volunteers for the Virgin London Marathon and Edinburgh Marathon Festival
- Working with the Challenge Events Assistant in organising and the on-the-day co-ordination of the Team Macmillan London Marathon Volunteers 'thank you' evening
- Assisting with research in the running events sector and our internal systems and procedures in compiling a Local Run Audit
- Help the running team raise over £3 million for Macmillan Cancer Support and recruiting over 5,835 registrations!

What skills and abilities will I need to have?

- Customer/supporter-facing experience and will demonstrate resilience, patience, and that willingness to go the extra mile which defines good customer service
- Excellent written and verbal communication skills
- Excellent attention to detail
- Confidence in building rapport with supporters by phone, in writing and face to face
- Ability to use own initiative within specified guidelines
- A demonstrable ability to work as part of a team
- Ability to take ownership of allocated projects
- Well versed in Microsoft Office applications
- Enthusiasm for the cause and ability to represent Macmillan Cancer Support
- Willingness to follow Macmillan policy e.g. health and safety, equal opportunities, confidentiality and financial guidelines
- Manage your time effectively across several strands of activity

What are the goals?

- Give our supporters an experience of the event that is so positive and enjoyable that it encourages them to raise more money and stay involved
- Successful assistance with marketing and recruitment campaigns for nominated events
- Ensure all means of correspondence are engaging and 100% accurate
- Successful recruitment and support of volunteers for the Virgin London Marathon and Edinburgh Marathon Festival
- Working with the Challenge Events Assistant the successful roll out in organising and the on-the-day co-ordination of the Team Macmillan London Marathon Volunteers 'thank you' evening
- Preparation of research reports and internal systems and procedures for the Local Run Audit
- Help the Running Events Team raise over £3 million and recruit over 5,835 registrations for Macmillan Cancer Support
- Raise Macmillan's profile so we can reach all those living with cancer who need our help

What are the benefits to me?

This is a unique opportunity for budding fundraisers, event organisers or communications managers and those wanting to move into charity sector. You will:

- Gain hands-on experience of working in the third sector, event planning and logistics, donor care and support of participants, recruiting and support of volunteers for events, administration, database maintenance
- Develop skills such as: organising and planning, time management and meeting deadlines, relationship building, communications, database use, evaluating and reporting
- Gain experience of how a big, successful national charity works and access our database of employment opportunities;
- Enhance your CV and gain written references at the end of your internship;
- Be part of a supportive, lively and fun team who will facilitate your development;
- Get to meet hugely inspiring Macmillan supporters and volunteers; and
- Help make a real difference to peoples' lives.

How much time should I offer?

This is ideally a 3-5 day a week role for 3 months within normal office hours. Some events happen at weekends, so your days can be flexible.

Where will I be based? Will I need my own transport?

Macmillan Cancer Support
89 Albert Embankment
London SE1 7UQ

You will not need your own transport for this role.

Is there an induction and training?

We will ensure you have the training and information you need through:

- Our comprehensive induction pack
- Training on our databases and any further on-the-job coaching needed for the role e.g. event logistics

What ongoing support/guidance will there be?

You will be fully supported by Susan Blunt, Challenge Events Co-ordinator, and the team throughout your time with us. Including:

- Regular meetings with the Challenge Event Co-ordinators and opportunities for feedback
- A mentor and help in developing your CV (should you want it)
- Opportunities to network with staff, volunteers and other Interns during the placement

Will my expenses be paid?

The internship is unpaid but we reimburse volunteers' "out-of-pocket" expenses within agreed guidelines which should cover your lunch and travel.

What's the next step?

You need to fill out an application form and send it to us. We will acknowledge your application and let you know whether you have been shortlisted for interview. For further details please call Susan Blunt on 020 7840 4602 or email sblunt@macmillan.org.uk

Date prepared: 9 December 2010