

Training and Events Administrator

CANDIDATE BRIEFING
DOCUMENT



April 2023

ORGANISATIONAL BACKGROUND

MISSION

We champion the role of Irish charities and community organisations in building a flourishing society and support them to do work that has a positive impact.

VALUES

- Courageous: We are confident in standing up for what is right, we are not afraid to challenge the status quo and we dream big.
- Accountable: We recognise that we are accountable to those we serve, the public and anybody else with an interest in our work.
- Inclusive: We work hard to be truly inclusive in all aspects of our work, with a particular emphasis on listening to and acting on those voices that have previously not been heard.
- Collaborative: We work in a collegial manner with our members and everyone else who wants our sector to succeed.

GOVERNANCE

The Wheel is governed by a Voluntary Board who are responsible for the organisation achieving its strategic aims, remaining commercially viable and the overall governance of the organisation. The Board is currently chaired by Vincent Keenan and is comprised of 12 members.

FINANCIALS

In the year ending December 2021, The Wheel had a year of strong performance with total income of €2,688,826 million. During the same period, its total expenditure was €2,361,850 million.

The Wheel is Ireland's national association of community and voluntary organisations, charities and social enterprises. As a representative voice, we provide leadership to the charity and community sector and we advocate on behalf of our growing community of members. As a supportive resource, we offer advice, training and other opportunities to people working or volunteering in the charity and community sector.



CONTEXT FOR APPOINTMENT

An exciting opportunity has arisen for a passionate and enthusiastic professional to join The Wheel's energetic team.

This role will support the extensive national training programme provided by The Wheel to the nonprofit sector across Ireland and will have a key role to play in supporting the delivery of a range of other events throughout the year, including our annual conference, which is the largest gathering of people from the community and voluntary, charity and social enterprise sector every year in Ireland.



THE POSITION

Title	Training and Events Administrator
Reporting to	Training Manager
Place of Work	48 Fleet St. Dublin 2, with some flexibility in hybrid working available.
Working Hours	Full-time - 36 hours per week
Duration	Fixed term - 12-month graduate traineeship
Salary	€29,000



ROLE SUMMARY

The Wheel are seeking to an ambitious and talented **Training and Events Administrator** to their team as part of the For Purpose graduate programme.

The role will be based in The Wheel's office on Fleet St., Dublin 2

This is an excellent opportunity for graduates who are interested in beginning a career in the nonprofit sector with Ireland's leading national association for the Charity and Community sector.

- Coordinate the delivery of online and in-person training and events, and some in-person meetings, working closely with the Skills and Operations teams, and across other teams as required. This will include supporting the delivery of events such as the annual conference and other special events as required.
- Liaise between training team and marketing team to ensure clear and timely communication of event targets and requirements.
- Coordinate the administration and updating of events on SharePoint, Salesforce and website.
- Coordinate weekly training & events team meetings to ensure smooth running of events.
- Update the CRM system where necessary in relation to updates/query tracking etc.
- Provide Admin cover and support to the Operations team on a regular weekly basis, and as directed by Senior Operations Manager, to include tasks such as phone cover, updating the website and other administrative duties.
- Coordinate the collection of evaluation data on events, including the building of surveys and reports
- Support the Skills Team in the use of The Wheel's Client Relationships Management (CRM) system, Salesforce, as required
- Carry out such other duties and or projects as the Training Manager and other Managers and Directors may determine, consistent with the overall purpose of the post.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Coordinate training & event logistics process, working with team members, to ensure all appropriate steps are carried out, including:
 - Book venues for face-to-face events & coordinate online event planning
 - Liaise with internal and external trainers re events
 - Organise logistics for events – room set up, welcoming and registration, refreshments, technical supports, liaising with speakers, etc.
 - Send event reminder and post-event evaluations
 - Provide Technical Support for online events
 - Update Salesforce campaigns to capture event attendee details
 - Work with Finance Team to ensure timely invoicing

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisation's aims are achieved.



After 6 months in the role, you will be expected to be working towards the following KPIs and priorities:

1. Develop policy for coordination of internal and external events with Operations and Skills Teams
2. Become the organisation's contact for event and training queries
3. Increase targeted attendance at The Wheel's training and event by 5%
4. Use Salesforce fluently for all event management processes
5. Create quarterly training and event reports that summarise attendance, key trends and trainee satisfaction and feedback



The Wheel uses a Behavioural Competency Framework as a key cornerstone of its performance management processes. The priority behavioural competences identified for this role are:

- **Open Communications:** Articulates clearly, practises active listening, notices and deals with emotional content of messaging so that potential misunderstandings are resolved. Uses relevant building/ linking to improve on what has been said so that conversations are moved on.
- **Collaborative Working:** Co-operates with others and participates outside of own work area, seeks to understand fully the work of the organisation, willingly offers support where needed. Provides encouragement to colleagues after setbacks. Helps others to work collaboratively. Creates a friendly work environment where any conflicts can be resolved amicably, sets up opportunities to work across teams, and speaks positively about working together.
- **Problem Solving:** Foresees the need for action and goes beyond responding to requests, raises issues clearly and provides suggestions for solving the problem. Seeks solutions and builds on others' suggestions, working in a collaborative manner.

PERSON PROFILE

This is an ideal opportunity for a graduate with a third-level degree of any discipline interested in working in the charity and community sector.

We are searching for energetic and motivated individual to join The Whee's team and to be a part of the For Purpose programme.

The successful candidates will have the chance to make a real contribution to society while developing their skills and learning throughout the course of the graduate programme in a large nonprofit organisation.

SUMMIT **2023**
23 MAY, CROKE PARK

CORE COMPETENCIES AND SKILLS

Criteria	Essential	Desirable
Third level qualification (min. level 8) in any discipline	✓	
Excellent interpersonal skills and ability to communicate effectively	✓	
Ability to be self-motivated and work on own initiative and also as part of a team	✓	
A high level of organisation skills and the ability to prioritise workload and meet deadlines	✓	
Strong administrative/ IT skills	✓	
Excellent attention to detail	✓	
High degree of motivation, flexibility and curiosity	✓	
Demonstrate interest in beginning a career in the nonprofit sector	✓	
Strong commitment to team work	✓	



**Stronger Charities.
Stronger Communities.**

Benefits

The successful candidate will receive:

- 21 days annual leave pro rated, in addition to Good Friday, Christmas Eve and the entire Christmas/ New Year period.
- 6% employers' contribution to a company contributory pension scheme (subject to 4% employee contribution).
- Time Off in Lieu
- Death in Service benefit of four times salary.
- Further Education/ Training and learning investment programme.
- Professional subscriptions (as applicable)
- Travel (bike-to-work schemes/ tax saver commuter tickets).

APPLICATION PROCESS



Recruitment for this role is being managed exclusively by For Purpose.

To apply, please send your Cover Letter and CV **(in Word doc format only)** to aoife.duff@forpurpose.ie

Closing date for applications is **Friday, 12th May 2023.**

- Email aoife.duff@forpurpose.ie
- Address The Academy, 42 Pearse St, Dublin, D02 YX88
- Telephone 086 775 9352
- Website <https://forpurpose.ie/>

Click [here](#) for more information on The Wheel