



Events Operations Specialist

Compassion UK Recruitment

Events Operations Specialist

Salary	£30,040.00 per annum (within B grade)
Hours of work	Full-time 35 hours per week <i>*You will be contracted to work between Monday to Friday between 09:00 – 17:00, allowing for workload variations. However, the general working week will be Monday - Friday.</i>
Reporting to	Event Advocacy & Resource Manager
Responsible for	No line management responsibility
Location	Office-based at Compassion House, Fleet, Hampshire.

About Compassion

At the heart of Compassion's ministry is a relentless passion to act on our faith and empower every child left vulnerable by poverty: a purpose embodied in the phrase **"Releasing children from poverty in Jesus' name"**. Our work is **Christ centred, child focused**, and **church based**. You can read more about these principles and our history [on our website](#)

About our department

Our **Partnerships Team** is strategically positioned to serve existing partners and cultivate relationships with new prospective partners. We are excited about inspiring and inviting partnerships right across the UK and Ireland to get involved in the transformation Jesus is doing through frontline church partners in the countries where Compassion works. We are committed to advocating on behalf of the churches, children, families and communities we serve and seek to significantly grow the number of children being served in effective holistic child development programming. We believe in the power of relationships, the fruit of which unlocks outpourings of time, talent and treasure towards our mission.

We are passionate about releasing children from poverty in Jesus' name. committed to achieving ambitious growth objectives. strive for excellence in all we do. and are focused on developing a high- performing team to serve our partners and donors well. We are committed to the professional and personal development of every team member. We want everyone to thrive and to fully unlock potential so that we can deliver the growth objectives of our mission and ministry.

This is evidenced in numerous ways, including growth development planning and high-performance coaching. The work of the Partnerships department is executed in line with Compassion UK's cultural attributes.

- Our **Church Partnerships** team is passionate about the Church and loves partnering with local churches across the UK. We build meaningful, long-term relationships with church leaders, the churches they lead, and seek to serve them well. We are intentional about speaking at UK-wide and national Church events and conferences as well as in local church gatherings to raise awareness about poverty around the world and to inspire and invite people to partner with

Compassion to see children released from poverty in Jesus' name.

- The **Event Partnerships** team grows our supporter base and raises our profile through impactful event partnerships, ambassador engagement, Christian artist relationships, and a high-quality volunteer programme. We are committed to delivering world-class experiences that deepen supporter engagement, inspire advocacy, and drive fundraising growth. Relationship-led and data-informed, our approach is guided by robust business intelligence and underpinned by effective resourcing and logistics planning, ensuring excellence, consistency, and maximum impact across every event.
- The **Advocacy and Resourcing** team grows our supporter base and raises the profile of our mission through inspiring Graduate Speakers and a high-impact volunteer programme. We recruit, equip, train, and disciple advocates to be confident ambassadors who inspire action and deepen engagement with our cause. The team also delivers the resources, materials, and operational support that enable meaningful supporter engagement, ensuring Compassion is represented with excellence in every interaction.
- Our **Philanthropy** team creates and nurtures intentional and fruitful relationships which cultivate generous giving with high-net-worth individuals, major and mid-level donors, legators, statutory funders, grant-making bodies and key influencers in the business and the public spheres. We seek to build partnerships that create life-changing programming and delight donors with the impact of their generosity and giving.
- Our **Compassion Ireland** team is a key part of the Partnerships Team and is passionate about growing fruitful partners across Ireland. Compassion Ireland is an independent charity and sits within the partnership-based structure of Compassion International. Compassion UK, also a separate legal entity, is contracted by Compassion Ireland for the delivery of marketing and back-office support services.
- Our **Impact & Research** team enables growth and drives impact through high quality, timely and relevant research and world-class field experience. The team enables Partnerships to cultivate and develop new and existing relationships, clearly understand our growth opportunities and bring knowledge of the impact seen in the field to those we partner with in the UK and Ireland.

About the role

This role is a dynamic blend of event coordination, systems maintenance, and resources and logistical assistance. You will be responsible for learning the back and front-end configuration of the Compassion Connect Hub volunteer management software, ensuring ongoing development, system testing, and training, as well as offer support to the advocacy specialists and advocates. You will also collaborate closely with teams to plan and deliver events with a continued primary focus on the Big Church Festival partnership in line with the current event strategy and process. By doing this well, you'll equip our team to release even more children from poverty in Jesus' name.

Responsibilities

Actively maintain and promote Compassion UK's Christian ethos and values

- Take personal responsibility to participate positively in the spiritual life of the organisation.
- Pursue your Christian faith and personal relationship with God through ongoing collective

and individual spiritual development, prayer, and worship.

- Live and work in accordance with Compassion UK's [Statement of Faith](#), [Core Values](#), [Ethos Statement](#), and other policies including [our commitment to Child Protection](#).

Assisting with events with a primary focus on Big Church Festival

- With oversight from the Events Team assist with the logistics and delivery of events with a primary focus on the planning of Big Church Festival. This may include delegating tasks to the relevant internal teams, setting deadlines and goals and monitoring and reporting on these.
- Supported by the Event Co-ordinators and Event Managers work in collaboration with the wider Partnerships and Marketing teams to arrange event logistics for events with a primary focus on Big Church Festival.
- Under the direction of the Events Team work in collaboration with the Advocacy Team to ensure they have the relevant information regarding each event and providing support to the advocates with event enquiries.
- Contribute to the improvement and development of Compassion UK's presence at events. This role will require flexibility for this event to work some weekends and evenings which can be claimed time off in lieu.
- Ensure that administrative tasks related to Events are processed efficiently and with excellence according to Compassion UK processes.
- Brief relevant internal stakeholders on event resource requirements for the future.
- Enter data in Right Now, Rosterfy, Excel or other event software as required and update regularly to ensure accurate reporting.

Assisting with the ongoing development of Compassion Connect Hub. (Rosterfy, Volunteer Management Software)

- Support with customisation and ongoing development of the Rosterfy software based on established requirements, ensuring integration with existing organisation processes and systems.
- Keeping up with product developments and implementing these into existing advocate journeys to enhance the user experience.
- Support with the development of implementation plans including timelines, milestones and training.
- With oversight from Advocacy Team assist with testing phase for developed configurations to ensure the system functions as intended and meets performance standards.
- Maintain comprehensive documentation of system developments.

Provide timely and efficient support to the Resources and Logistics Team

- Support the wider Partnerships Team with resourcing and logistics. Communicating clearly and appropriately to the Event Advocacy & Resourcing Manager.
- Assisting the manual handling of all assets and inventories for events and church activities.
- Ensure event equipment is transported on time ensuring all health and safety guidelines are followed by the team.
- Provide support to event advocates who are supporting on the day and give clarity on resource/logistical queries they have, to ensure the correct set up/pack down is completed.
- Ensure the equipment is packed down and delivered back to Compassion House in good condition, with any damage or repairs needed reported and actioned.

- Produce high quality creative bespoke assets for church and events activities in a timely and effective manner.

About you

The successful candidate will have the following skills:

- **High level of attention to detail** with the ability to work to agreed deadlines and agreed standards/targets.
- **Core office/administrative skills.** You must be fluent in English and competent in written and numerical work, with experience of basic office systems such as Microsoft Office.
- **An interest in systems configuration and IT implementation.** An eagerness to learn about and support the on-going development of our volunteer management software. Comfortable using technology, following documented processes, troubleshooting basic issues, and developing technical skills to support system improvements and business needs.
- **Confident with manual handling.** Be physically able and willing to lift heavy items and manoeuvre equipment/resources safely adhering to manual handling guidelines.
- **Creative, innovative, and flexible.** You must enjoy exploring change and be happy working in a fast-paced environment. We'll need you to grasp new initiatives quickly and with a positive approach, so that you're able to confidently work with others.
- **A team player who recognises the benefits of collective effort and cooperation.** fully committed to working with others, exchanging information, and making choices to build consensus and achieve shared goals.
- **Able to work under pressure** and work extended/flexible hours when required including evenings and weekends, and some nights away from home

It would be beneficial (although not mandatory) to possess:

- Experience of using a CRM solution.
- Experience in systems configuration and ongoing development.
- Experience working on design platforms such as Canva
- Full UK driving license

Compassion UK's cultural attributes

- **Personally committed to the Christian faith.** There's an occupational requirement for the holder of this role to be a practising Christian, to promote Compassion's ethos and to help others experience, explore, and express the faith-based motivation of our work. (You can read more about this in our [Policy on Posts to be Held by Christians](#).)
- **Deeply connected to Compassion's ministry to children.** It is important that you share Compassion's heart to reach out in Jesus' name to children suffering the injustice of poverty and are eager to support in achieving our mission. We would expect you to be dedicated to working in a manner that prioritises child protection, especially by promptly raising any concerns related to child safety.
- **Aligned to Compassion UK's cultural attributes.** We strive to live and work in a passionate, innovative, collaborative, effective, grace-filled, and joyful way. We expect you to be able to work in accordance with Compassion's culture and values and hold yourself accountable for growing in them. Therefore, one interview area will explore your active personal commitment to the Christian Faith.

This is not an exhaustive list but a guide to the main areas of responsibility. Any substantial changes to this job profile will be discussed fully with the post holder.