



RACE | RETRAIN | RECOVER

The Forces' Motorsport Charity

Registered Charity No. 1146159

JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Charity Co-ordinator

Reports to: Operations Manager

Based at: MMHQ Wantage – OX12 9TF

<p>Job Purpose</p>	<p>The Charity Coordinator is the main point of contact for all Mission Motorsport beneficiaries. Working closely with the Operations Manager in the delivery of events and activities for the charity, the Charity Coordinator provides up to date information and engages with beneficiaries to ensure they can access activities and events supported by MM in order to help them race, retrain and recover as part of their transition from the Armed Forces.</p> <p>This will involve communicating with beneficiaries, receiving enquiries and requests, managing attendance as well as assisting with the logistical planning and delivery of all activities, and data management.</p>
<p>Main Responsibilities</p>	<ul style="list-style-type: none"> • Be the main POC for all beneficiaries • Act the principle point of contact for all beneficiary enquiries, including email, text, website. • Coordinate and assist with the coordination of all events and training activity • Maintain the MM event and activity calendar. • Produce all correspondence for and to beneficiaries on behalf of the charity to ensure they remain informed and up to date on MM events and support available. • Maintain accurate and up to date records, especially relating to beneficiaries, in accordance with data protection requirements and policies. • Any other duties as and when they are required.
<p>Essential Knowledge, Skills & Experience</p>	<ul style="list-style-type: none"> • Previous experience working with beneficiaries in a care setting or with a charity • Excellent verbal and written communications skills • Excellent organisational and administrative skills with experience of working in a small team • Computer literate in MS Office • Event organisation and management. • A team player.

Desirable Knowledge, Skills & Experience	<ul style="list-style-type: none"> • A knowledge of Salesforce CRM or similar CRM • A knowledge and understanding of data management and protection • A knowledge of the military, empathy and understanding of the armed forces community and the challenges facing service leavers and veterans • An interest in motorsport.
Key Competencies & Behaviours	<ul style="list-style-type: none"> • Demonstrates an ability to build a rapport quickly and to understand needs, wants and expectations • Displays a positive, empathetic, patient, polite and friendly manner • Manages challenging situations in a calm and appropriate manner • Ability to work well under pressure and to very tight deadlines/ timelines • Displays the highest levels of integrity, discretion, and confidentiality • Responds quickly to changing demands. • Demonstrates strong skills in prioritisation and time management • Able to work within a range of environments and working cultures, with flexibility and tact. • Able to analyse information quickly and communicate in a concise and articulate manner • Demonstrates attention to detail in all aspects of work • Prepared to travel and attend weekend events away from home at various locations throughout the UK and overseas. • Motivated self-starter • Dedicated to achieving successful outcomes for beneficiaries
T&Cs	<ul style="list-style-type: none"> • Full time contract • Based at MM Workshop near Wantage but able to deploy UK wide to support events • Circa £25k - £28k FTE p.a. depending on qualifications and experience • Workplace Pension Scheme

NOTE: This JD is provided as guidance for the role of Charity Coordinator but may change depending on the needs and requirements of the charity and the skills and experience of the individual fulfilling the role.