

Job Title: Events Coordinator
Reports to: UK Fundraising Manager
Hours: Full-Time (40 hours per week, including weekends, evenings, and travel as required)
Location: London

About the Organisation

At Al-Ayn, we provide orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Job Overview

The Events Coordinator is responsible for the planning, coordination, and delivery of high-quality events that support the mission of Al-Ayn Social Care Foundation UK. The role focuses on managing logistics, overseeing event execution, and enhancing the supporter experience to ensure all events are engaging, impactful, and delivered to a consistently high standard.

This requires strong organisational and prioritisation skills to effectively manage a busy workload and meet deadlines, as well as the ability to work collaboratively as part of a team. The role also requires flexibility to work outside standard working hours, including evenings and weekends as required.

Key Responsibilities

Event Operations & Delivery

- Lead the full operational planning and execution of events from concept to completion, ensuring high standards of delivery.
- Develop detailed project plans, including timelines, task trackers, and contingency plans.
- Coordinate all event logistics including venues, layouts, staging, AV, catering, transport, and accessibility requirements.

- Take ownership of supplier sourcing, quotations, negotiations, and contract coordination.
- Manage inventory of event materials and ensure readiness for each event.
- Create and manage comprehensive run sheets, briefing documents, and operational checklists for all events.
- Conduct site visits to assess suitability, logistics, and health & safety requirements.
- Prepare and implement risk assessments ensuring compliance with Health & Safety regulations, Safeguarding Policies and Fundraising Regulator requirements.

Systems, Processes & Coordination

- Develop and continuously improve standard operating procedures (SOPs) for event delivery to ensure consistency and efficiency.
- Maintain accurate event documentation, including plans, supplier lists, risk assessments, and post-event reports.
- Work closely with the UK Communications Department and the wider UK team to ensure clear communication, effective coordination, and high-quality event delivery.
- Liaise with internal departments (e.g. fundraising, marketing, finance) to align operational needs.
- Support registration processes, attendee management, and data capture where required.
- Ensure all event-related equipment is maintained, stored, and logged appropriately.

Creativity & Events Experience

- Deliver creative and engaging events in line with Al-Ayn guidance, ensuring consistency with organisational values and standards.
- Support the design and layout of event spaces (e.g. mosque stalls, community events, charity dinners) to maximise visibility and attendee flow.
- Identify new opportunities to introduce original elements such as interactive features, digital displays, and dedicated impact storytelling areas.
- Work closely with the UK Communications Department to ensure all workstreams align with brand guidelines and messaging.

- Continuously seek to improve the supporter experience by incorporating feedback, tailoring events to regional demographics and audiences, and introducing an innovative approach.

Key Requirements

- Proven experience in event planning, coordination, or project management, ideally within the charity, NGO, or non-profit sector.
- Demonstrated ability to manage multiple events simultaneously, working to tight deadlines and within budget.
- Strong organisational skills with meticulous attention to detail, including experience producing run sheets, risk assessments, and event documentation.
- Experience managing supplier relationships, including sourcing, negotiation, and contract coordination.
- Excellent written and verbal communication skills, with the ability to liaise confidently with internal teams, suppliers, and external stakeholders.
- Ability to work collaboratively as part of a team and build effective working relationships across departments.
- Understanding of Health & Safety, Safeguarding, and Fundraising Regulator requirements as they relate to events.
- Proactive, self-motivated, and able to use initiative to solve problems under pressure.
- Strong attention to detail and commitment to delivering a high-quality supporter experience.
- Demonstrated commitment to Al-Ayn's values of transparency, dignity, and empowerment, including exercising appropriate discretion and maintaining confidentiality at all times.
- Flexible and willing to work outside standard working hours, including evenings and weekends, when required.

Desirable

- Experience working in a fundraising, community engagement, or supporter-facing events environment.
- Familiarity with event registration and ticketing platforms such as Eventbrite.

- Experience using CRM systems such as Salesforce or similar platforms to manage attendee data and supporter records.
- Proficiency in project management tools such as ClickUp, Asana, or equivalent.
- Experience designing or contributing to event layouts and creative concepts for community or charity events.
- Understanding of charity fundraising regulations and best practice as set out by the Fundraising Regulator.
- Full UK driving licence and access to a suitable vehicle.
- Experience working within an international or faith-based charitable organisation.

Benefits

Supportive, Inclusive and People-Centred Culture – We are committed to fostering a welcoming, friendly and inclusive workplace where every team member is genuinely valued.

Learning and Development – We invest in our people through access to mentoring, training opportunities and ongoing professional development to support your career growth.

Generous Annual Leave – We offer a generous annual leave entitlement, inclusive of UK public and bank holidays, with a flexible carry-over policy.

Employee Referral Programme – Help us grow our team by referring talented individuals from your network, and be recognised for doing so.

Employee Assistance Programme (EAP) – All staff have free and confidential access to a mental health helpline and legal advice helpline through our EAP, supporting your wellbeing inside and outside of work.

Payroll Giving – We support charitable giving through our payroll giving scheme, making it simple to donate to causes you care about directly from your salary.

Salary:

£33,929.55

Note:

This job description does not form part of the contract of employment but is intended as a guide to the main duties of the role. It may be reviewed and updated from time to time in line with organisational needs, in consultation with the postholder.

The postholder may be required to undertake additional duties appropriate to the role. Duties and responsibilities may vary without changing the general nature or level of responsibility of the post.

Where a permanent and significant change in duties results in a higher level of responsibility, the post may be subject to re-evaluation.