



The West of England MS Therapy Centre
reg charity no: 801155

a part of



Bradbury House, Wheatfield Drive
Bradley Stoke, Bristol, BS32 9DB

hello@thebrightwell.org.uk
01454 201 686

Job Description

Job Title: Event and Communications Support Officer

Location: The Brightwell, Wheatfield Drive, Bradley Stoke

Hours: Part-Time 15 Hours pw

Salary: £19-£23k Pro-rata based on 35 hour week.

Position Summary:

We are seeking a part-time member of staff to support our Events and Community Fundraisers. In this role, you will be an integral part of our mission to raise funds and awareness of the charity. This will include getting out and about representing the charity at events, and liaising with donors, corporates, small businesses and the general public. In the office, it will include administrative, social media and practical tasks. While fundraising experience is not a prerequisite, we are looking for candidates with strong customer-facing, sales or service industry backgrounds. Your ability to think on your feet, excellent customer service credentials and willingness to learn and adapt are what we value most.

Key Responsibilities:

- Provide hands-on support to set up, take down and run Centre events. (this will include some evening and weekend hours)
- Actively engage with potential donors, sponsors and supporters to raise funds to agreed targets.
- Provide exceptional customer service, building rapport and maintaining relationships with donors, Service Users, staff and volunteers.
- Contribute to the development of fundraising strategies and initiatives.
- Utilise Social media and LinkedIn skills to promote fundraising campaigns and engage with the community.
- Help maintain a database of donors and donations, ensuring accuracy and timelines.
- Handle cash and financial transactions with precision and integrity.

Person Specification:

- A personable and confident communicator
- A positive attitude and can-do approach to tasks
- A good standard of literacy and numeracy
- Excellent customer service
- A passion for helping others
- Computer literate
- Cash handling experience or the ability to learn quickly
- Proficiency in social media and LinkedIn

What we offer:

- Competitive salary and benefits package
- Flexible working hours
- Opportunities for growth and advancement within the organisation
- A supportive and collaborative team environment
- A community of incredible Service Users, volunteers and locals
- A chance to genuinely make a difference

How to Apply

If you are excited about the prospect of making a positive difference and possess the qualities and skills we are looking for, we encourage you to contact us. If you have questions, require details in an accessible format or would like to discuss any element please feel free to call: 01454 201686 and ask for Victoria. Please fill out the application form found on our website along with a covering letter detailing your relevant skills, experience and motivation to apply to. Victoria.hocquard@thebrightwell.org.uk.

We will be reviewing applications on a rolling basis. The Brightwell is an equal opportunity employer. We welcome and encourage applications from candidates of all backgrounds and experiences.