

Recruitment Pack

Event Assistant

Tommy's London Landmarks Half Marathon

April, 2021

Tommy's

Together, for every baby

Together, for every baby



Welcome from Jane Brewin, CEO

Tommy's



Hi,

Are you someone with a passion to change the world? Do you think it's unacceptable that 1 in 4 families endure the heartbreak of losing a baby? Do you want to save babies' lives and give children the best start in life? If so, you may well fit right in!

There are 250,000+ reasons why Tommy's is important. That's the number of little lives lost through miscarriage, stillbirth and premature birth every year in the UK. We think that's unacceptable.

Our mission is to halve this number by 2030, and we're well on our way to achieving this. We're doing so by funding medical research to discover new treatments and implementing best practice around the NHS whilst empowering families with evidence-based pregnancy information.

For everyone here, it's more than just a job. We all truly want the same thing: a world where pregnancy and birth is safe for everyone and babies have the healthy start they deserve. That's why Tommy's work is focused on reaching the most vulnerable women, and women who are at the highest risk of pregnancy complications and baby loss. This is predominately Black women, Asian women, women from other minority ethnic groups, women with underlying medical conditions and those who are the most socially disadvantaged in our society.

We want to make the UK the safest place in the world to give birth. But we can only do this by eliminating health inequalities in maternity care. Losing a baby in 2020 shouldn't be determined by where you live or by the colour of your skin.

How do we do this? Tommy's is a medium-sized charity but we think and deliver big. We are focused and professional in meeting our goals, but it's important to me that everyone maintains a healthy work-life balance and feels well looked after. The wellbeing and personal development of our colleagues is a priority for me and for the senior management team.

But don't just take my word for it. In our annual staff survey (completed by 88% of employees in 2019) 85% or more of our people say their director provides good leadership, their department operates with integrity, the facilities meet their needs, and their line manager recognises when they do a good job.

I hope you will consider applying and joining the Tommy's family.

A handwritten signature in blue ink that reads "Jane". The signature is fluid and cursive.

Jane Brewin, CEO

A bit about Tommy's



Tommy's was founded in 1992 ago by two obstetricians at St Thomas' Hospital, frustrated that they couldn't answer that simple question asked by too many parents: 'Why did my baby die?'

We are the largest charity funding research into the causes of miscarriage, stillbirth and premature birth. We also provide information for parents-to-be to help them have a healthy pregnancy and baby.

Miscarriage and stillbirth should not be seen as 'bad luck'

Parents who suffer from miscarriage, stillbirth or premature birth may have heard one or more of the following common phrases:

'It's one of those things'

'It's nature's way'

'You've just been unlucky'

Would this be an acceptable thing to say to someone who has cancer or Alzheimer's? We think not – so why do we say these things in pregnancy?

We are supported by people who refuse to accept that a baby's death is just 'one of those things'. The people who support us want to do something about the lack of research and information around pregnancy issues. Like us, they believe every parent has the right to a healthy pregnancy and baby.

Our research saves lives

We fund five research centres in the UK that investigate causes and find treatments for miscarriage, stillbirth and premature birth.

Our research centres also have clinics where we provide specialised antenatal care for women who are at high risk of having miscarriage, stillbirth and premature birth. They also have an opportunity to be part of our research through taking part in trials for pioneering new treatments.

They are under the care of a team of people who have a huge amount of knowledge, experience and understanding of the psychological effects of pregnancy loss.

Together with our teams of scientists and clinicians, they are helping us provide the evidence that will make antenatal care better for all.

We support parents-to-be

We feel it's important to provide free, accurate and up-to-date information for medical professionals and parents-to-be around healthy pregnancy. We do this through our PregnancyHub.

Mission and impacts

Our mission is to halve the number of babies that die in pregnancy or birth by 2030, and to reduce the number of babies born prematurely. We believe we've got the formula right for achieving this, because of the positive impact we've had to date:

50%

Stillbirth rates have halved in the UK since 2000



We can now spot who is at risk and we have pioneered predictive tests and treatments to improve outcomes

90%

of women attending a Tommy's pre-term birth clinic take home a full-term, healthy baby

100%

of parents attending a specialist Tommy's clinic for parents who've experienced stillbirth take home a healthy baby



Our pregnancy information services reach 70% of all pregnant women



Our campaigns are reaching millions and prompting behaviour change that is saving lives



Tools and guidelines created by Tommy's have been taken up by the NHS and midwives UK-wide

Future plans

Our biggest strategic objectives are:

- To select a new Tommy's national research centre which will focus on preterm birth and diabetes and bring the UK's experts together to drive faster progress to improve pregnancy outcomes
- To build capacity and expertise in clinical research by investing in higher-value fellowships in order to answer the biggest questions in obstetric care
- To drive national policy to reduce inequalities in care and pregnancy outcomes
- To reach 100% of all pregnant women with our PregnancyHub

What's more, we want to better support partners, reach more men, tackle pre-conception health, drive more behaviour change to make pregnancy safer, continue to break the silence around baby loss and so much more!

Benefits of working here



An overview of the full range of contractual and non-contractual benefits Tommy's employees can get.

- **25 days' paid holiday**, increasing by 1 day a year up to 30 days after you have been with us for five years. Paid bank and public holidays on top.
- **Buy up to 5 extra days of holiday**, and spread the cost over the whole calendar year if you want. No qualifying period – you can start this from Day 1.
- **6 'flex' hours to use each month** to suit your lifestyle. Come in late, leave early or extend the weekend to suit your lifestyle – just make up the working hours within the fortnight.
- **No long-hours culture.** Tommy's employees work hard within their contractual hours, but we strongly discourage late working. We value the quality and efficiency of your work – not the length of time you put in.
- Have a proper lunch break! We insist our employees have their lunch away from their desks, so you should always get a proper break. No one should work through their lunch at Tommy's.
- And 'health breaks'– have a long lunch (1½ hours), and just make up the time on the day. No special arrangements to make.
- Recognition of private time and space for prayer / religious observation - just speak to your manager.
- **Two weeks' fully paid Sabbatical** after 5 years' completed service
- Social committee. Breakfast club, book club, karaoke, cinema, or just a good meal out: all suggestions are welcome and everyone is invited to join in.
- **Be part of some of the greatest mass-sporting events in the UK** – our wonderful supporters run in the London Marathon and take part in Tommy's ground-breaking London Landmarks Half-Marathon,

as well as many other community events across the country. As a Tommy's employee you'll get to join in the fun and make sure our supporters have the best possible experience – and of course get Time Off in Lieu (TOIL) for the time you put in.

- Keep your work and home life separate. We like our employees to enjoy their personal life as well as their working life. No-one is expected to address work matters outside of working hours unless it's a pre-arranged event.
- Career-development. All our employees are encouraged to join in career-development discussions. As Tommy's goes from strength to strength, we want to know how you would like your career to grow with us. A quarter of our employees have been with Tommy's for four years or more.
- Season-ticket loan scheme – or use the loan to buy a bike. Spread the cost of your purchase with an interest-free loan from Tommy's, after your probationary period is completed.
- **Free eye tests** – get your sight tested and Tommy's will refund the cost of the test. And there's a £50 contribution from Tommy's if you are prescribed glasses for computer work
- **Company sick pay.** We have a great attendance rate at Tommy's, but if you're sick after your probationary period you can qualify for up to 20 days' full pay
- **Enhanced maternity pay.** No surprise here – babies are close to our hearts!
- Pension scheme. You'll be enrolled within 3 months of your start date: stay in the scheme if you wish, or opt out if you prefer. Contribution rate is 4% employer/4% employee.
- Centrally located, attractive offices – with a wide range of shops, cafes and bars right on the door-step.
- Tommy's laptop and a mix of home and office working, depending on your role.
- **Brilliant people doing their jobs well!** This is who we are: come and talk to us!

Equality and diversity

At Tommy's, we know how important it is to recognise and value differences in our employee team. That's how we can build a passionate, effective workforce who are all driving together to meet our vision to halve the number of babies who die during pregnancy and birth by 2030.

We are committed to making our organisation a place where everyone is treated fairly, has the same opportunities, is supported to achieve their very best and feels welcome, included and part of the Tommy's team.

Our Equality, Diversity and Inclusion group is at the heart of our workplace and strives to make Tommy's an organisation whose work and culture reflect the families that we work with, our supporters and the baby loss community as a whole.

We strive to create an inclusive culture where people feel valued, involved and appreciated, with a sense of belonging regardless of their differences. We aspire to achieve this by learning from peoples' lived experience, listening to their views, adjusting how we interact with our staff and reviewing processes, training and policies to ensure they align with our goal of being a diverse and inclusive employer.

Our vision

Tommy's is here for every baby, parent and parent-to-be. Whoever you are or wherever you live, everyone should be able to have a healthy pregnancy and baby and we want to bring about change so fewer babies die during pregnancy and birth. Black women, Asian women and women from other diverse ethnic groups are currently the most vulnerable and high-risk when it comes to pregnancy outcomes.

Workplaces that welcome parents and pregnant people and are diverse in age, ethnicity, gender identity, marital or civil partnership status, race, religion and belief, sexual orientation, physical or mental abilities are better and more innovative organisations and more representative of those we seek to help.

Tommy's embraces and harnesses the talents, skills and experiences of everyone who wants to help us in our mission to make pregnancy and birth safer for all. We are determined to be an organisation that truly values what all people can contribute to our cause and passionate about helping everyone who needs our advice and support.

Our recruitment process could involve one or more interviews; a written or oral assessment; and the online completion of psychometric questionnaires. If you are invited to an interview and you have a disability or condition which could impact on your ability to participate in Tommy's recruitment process, please let us know before your interview by emailing the Manager who is recruiting for this position.

We will be very pleased to make any reasonable adjustments to our recruitment process that are necessary to accommodate any long-term medical condition or disability you have. If you share such information with us, we will keep it confidentially, and we will only use it to make sure that we fulfil our employer responsibilities towards you.

We will only keep it for as long as we need to, and we will destroy it confidentially by shredding.

Role details

Place of work	Part home based and part office based. Office location: Nicolas House, 3 Laurence Pountney Hill, London, EC4R 0BB
Job title	Event Assistant
Salary	£21,500 to £25,000 Pro Rata
Contract type	Fixed-term from 17th May 2021 – 30th April 2022
Reports to	Rhiannon Hopkin, Event Project Manager
Hours	Monday to Friday, 9.00am to 5.30pm (from time-to-time you will be expected to work outside these hours for example, at events taking place during the evenings and at weekends)

Background

In February 2017, Tommy's was very proud to launch the inaugural London Landmarks Half Marathon. We wanted to raise millions more to save babies' lives, so we took the bold decision to launch this new central London half marathon to benefit Tommy's and many other charities too. The first ever run took place on Sunday 25th March 2018 with 10,000 runners. After a hugely successful first two years, the 2020 race was cancelled due to Covid-19 however, we launched a hugely successful virtual event; the Local Landmarks Challenge, with 9,000 participants. We now look ahead with excitement as plans are well underway for the 2021 event, which is taking place on Sunday 1st August.

The London Landmarks Half Marathon is more than just a run! The LLHM has traditionally celebrated London's grand iconic landmarks, along with its quirky and hidden history and gems. However, following the Covid-19 pandemic, LLHM 2021 will be re-themed to celebrate the grand, quirky and hidden landmark moments of 2020 and 2021, shining a light on how we are coming together as a nation during this unprecedented time. We will be honouring the key workers, re-creating some of the fun moments of lockdown life, and remembering the kind actions of neighbours. We will continue to use the race as an opportunity to celebrate London's wonderful culture and communities, by reaching out to brilliant performers, volunteers and community groups across the capital to entertain and support runners along the route.

As the event is owned by Tommy's, we have the biggest team in the event with over 2,500 runners joining us in August to take on the half marathon and fundraise to save babies' lives. At Tommy's, we pride ourselves on giving the exceptional supporter care from sign up, to race day and beyond - this role is a key part of that. This is an incredible event, and it is a very exciting time to join the Tommy's LLHM team, as we build on from the excitement of the first two years to deliver the best London Landmarks Half Marathon yet.



Job purpose

We are looking for an Events Assistant to join the team for a fixed-term role starting May 2021 and finishing on 30th April 2022. This role will cover two London Landmark Half Marathon events both in August 2021 and Spring 2022. By experiencing two events, we believe this role will provide an excellent opportunity to gain experience both in the events and charity sector, as you will have the opportunity to grow and develop for the next event year.

The main purpose of this role is to support the Tommy's team of 2,500 runners in the London Landmarks Half Marathon. This will include speaking to the runners on a daily basis on the phone and via email to ensure they are fully registered for the event, that they receive exceptional supporter care and assist in delivering the ambitious team fundraising target.

We are not necessarily looking for past experience in a similar role, but have transferable skills and personal attributes to deliver excellent customer service, with a passion for the LLHM event and Tommy's cause. You will be a good all-rounder with excellent administration and communication skills and happy not to be bound or limited by responsibilities set out in this job description. We are a small team delivering the event therefore everyone in the team will be required to be flexible to turn their hand to whatever is needed to be done to deliver a successful event.

To find out more about the London Landmarks Half Marathon please visit: www.llhm.co.uk

Key tasks

Responsibilities are likely to include tasks such as:

- Providing excellent supporter care to the team of 2,500 dedicated Tommy's runners via email, phone and social media.
- Regularly calling runners to provide first class support and to help them reach their fundraising goal. You could expect to spend 2-3 days of a week calling runners.
- Ensuring Raiser's Edge database is kept updated and recorded accurately.
- Providing fundraising tips and advice to Tommy's supporters and sending out fundraising materials, to help them achieve their target.
- Ensuring that all runners are registered on the event console before the LLHM registration deadline.
- Make sure each supporter feels valued, developing personal relationships with our supporters and 'going the extra mile' to demonstrate how much we value them.
- Supporting with the organisation of event day, including cheer points and post-race party for Tommy's runners. This will include obtaining gift in kind and sourcing food.
- Adhoc tasks supporting across the team where necessary, including tasks delegated by Race Director and Senior Event project Manager. This could include supporting with LLHM social media, sponsors and event competitions.

Person specification

Skills/Experience Required	Essential	Desirable
Qualifications		
Degree educated or equivalent		X
Experience		
Experience of delivering excellent customer service	X	
Experience of charity fundraising		X
Experience of event fundraising and/or supporting delivery of an event		X
Experience of making customer calls	X	
Database Experience (preferably Raiser's Edge)	X	
Direct fundraising experience	X	
Project management		X

Personal specification continued on next page

Person specification continued

Knowledge		
Good IT skills; specifically, Outlook, Microsoft Word, Excel, PowerPoint	X	
Fluent in written and verbal English	X	
Aptitude & skills		
Strong and confident telephone manner	X	
Attention to detail	X	
Great organisational skills	X	
Great multi-tasking and time management	X	
Personal attributes		
Empathy to work sensitively with personal stories	X	
'Can do', positive attitude	X	
Team player	X	
Patient and methodical	X	
Values and attitudes		
Passion to deliver excellent customer service	X	
A passion for the cause – to help all women have a safe and healthy pregnancy and take a baby home	X	

Contact for recruitment

To apply please send your CV and covering letter to:

Rhiannon Hopkin
rhopkin@tommys.org
0207 398 3418

Motivation	Driven and loyal	Takes pride in achievement and in Tommy's success. Shows determination and personal commitment to achieve Tommy's goals and plans. Is loyal and dutiful. Takes actions and makes decisions to benefit Tommy's, rather than personal interests.
	Takes ownership	Takes personal responsibility for completion of tasks to a high standard, irrespective of challenges encountered along the way. Focuses on the end goal, spots difficulties and addresses them before they become a threat. Concentrates on a task and sees it through to completion. Is self-directing and uses initiative. Wants the freedom to do his or her job without undue supervision or direction.
	Work ethic	Accepts workplace rules. Is punctual and reliable. Places a high value on working hard and doing a good job. Very dedicated to meeting what is expected of him or her. Is self-disciplined. Has realistic expectations of Tommy's. Behaves professionally.
Personal	Resilient	Is robust and stable under pressure. Shows resilience in a range of situations. Bounces back from disappointment or rejection, is sanguine and stoic. Manages personal stress: identifies own stress triggers and has strategies for successfully managing them.
	Intelligent	High level of verbal and numerical intelligence. Ability to acquire understanding and absorb information rapidly.
	Organised and detail-conscious	Consistently and conscientiously delivers good attention to both strategic and administrative detail. Organises resources, prioritises key issues and implements projects effectively.
	Self-aware and open	Can appreciate personal strengths and weaknesses and acknowledge the validity of others' views. Has emotional intelligence. Continually improves skills and workplace behaviour. Shares perceived truths honestly and appropriately at work, without secrecy. Gives and receives feedback tactfully and open-mindedly. Continually develops skills and workplace behaviour.
Interpersonal	Communication	Listens and lets others speak. Communicates fluently, orally and in writing. Writes clear, well-organised documents with appropriate vocabulary and grammar. Keeps others informed.
	Persuasive	Is appropriately assertive. Has presence and is credible. Can influence others and sell ideas.
	Team-oriented	Co-operatives with and supports colleagues and customers. Builds positive, collaborative working relationships.

Data protection

Tommy's collects information about its job applicants, employees and others. Such information is collected and used fairly, stored safely, not disclosed unlawfully and destroyed when it is no longer required.

A copy of Tommy's Employee Data Protection and Privacy Policy, including Retention of Employee Records, is available on request from Tommy's Data Protection Officer.

Find out more

tommys.org

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