



Recruitment Pack

Tommy's & LLHM Event Assistant
March, 2024

Tommy's
Together, for every baby

Together, for every baby



Welcome from Kath Abrahams, Chief Executive

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, we'd love you to consider joining our team.

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 while we support 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 2022 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 in meeting our goals, but we also want everyone to have a healthy work-life balance and feel well looked after. The wellbeing and personal development of our colleagues is a priority for us.

But don't just take my word for it. In our 2021 annual staff survey over 90% of the team feel teamwork is encouraged, that their director and line manager provides great leadership, and that we act with integrity. Our team also overwhelmingly feel this is a place where they can grow both professionally and personally.

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



Kath Abrahams, Chief Executive

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 nature's way'

'You've just been unlucky'

'At least you can get pregnant'

Would this be an acceptable thing to say to someone who has a long-term health condition or disease?

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 currently fund 4 research centres in the UK that investigate causes and find treatments for miscarriage, stillbirth and premature birth and improve maternity care across the UK. There are plans in place to fund a brand new centre opening in 2023 which will focus on preventing 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 main objectives are:

- ❖ To select a new Tommy's national research centre which will focus on preterm birth 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 people can get.

- ❖ **25 days' paid holiday**, increasing by 1 day a year up to 30 days after you have been with us for 5 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.** We work hard within our 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 people 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.
- ❖ **2 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 colleague 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 colleagues 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 colleagues 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 people have been with Tommy's for 4 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 - even if they are not for computer use.
- ❖ **Company sick pay.** We have a great attendance rate at Tommy's, but if you are sick in any rolling 12 month period you can qualify for up to 20 days' full pay. If you are sick within your probation period, you are entitled to 50% of this allowance.
- ❖ **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 doorstep.
- ❖ 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 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 an 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.

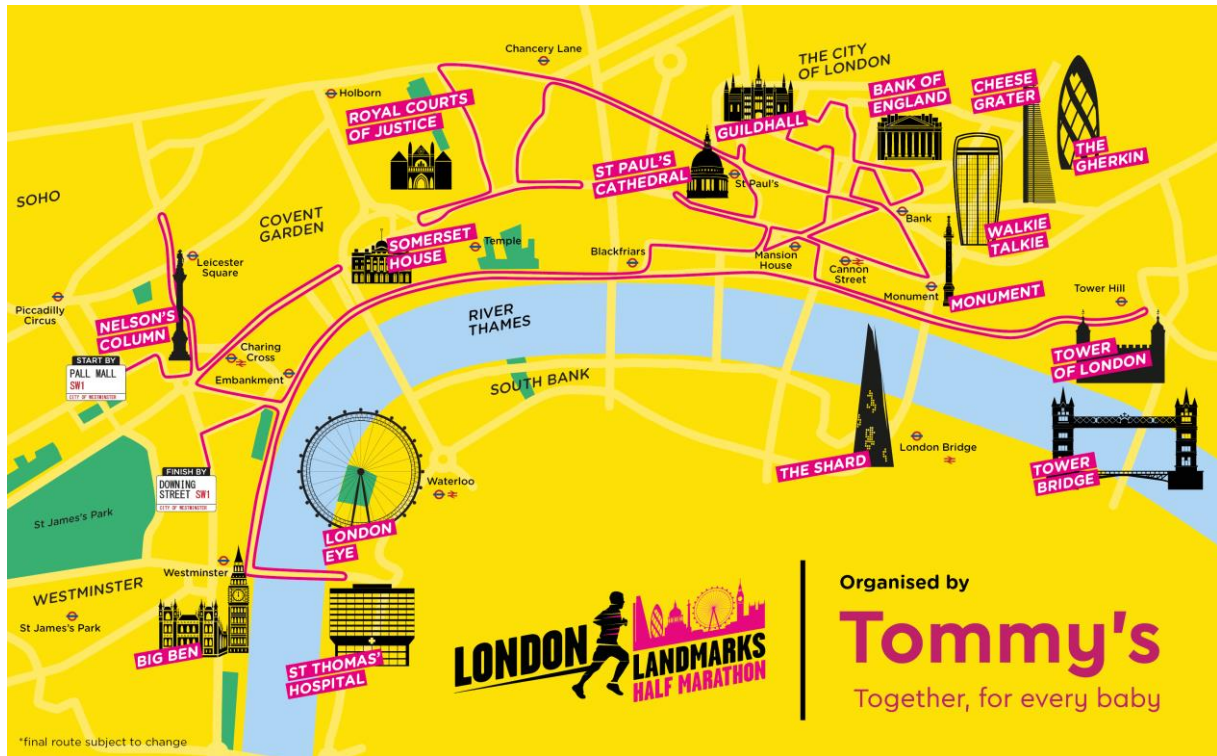


Role details

Place of work	Nicolas House, 3 Laurence Pountney Hill, London, EC4R 0BB Hybrid office and home working pattern (2 office days per week)
Salary	£25,000-£27,000
Contract type	Permanent
Reports to	Senior Event Manager
Hours	Monday to Friday, 7 hours per day with core hours between 8:00am to 6:00pm. (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.



The London Landmarks is more than just a run! The LLHM has celebrates London's grand iconic landmarks, along with its quirky and hidden history and gems. We 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.

At Tommy's, we pride ourselves on giving 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 year on year to deliver the best London Landmarks Half Marathon yet.

Job purpose

The London Landmarks Half Marathon team are offering a permanent Event Assistant role starting in early May 2024. The role will provide an excellent opportunity to gain experience both in the events and charity sector.

The role sits within LLHM and LLHM Team Tommy's supporting with both Tommy's and LLHM aspects of the event.

For the LLHM Team Tommy's, the main purpose of this role is to support the Tommy's team of 2,000+ runners in the London Landmarks Half Marathon. The role is responsible for being the main point of contact for the 2,000+ runners and ensuring they have the best experience possible running for Tommy's through the support inbox and phonenumber. With the aim to deliver the ambitious team fundraising target of over £1,000,000 each event year. The role will also support in the development of the Team Tommy's LLHM Corporate Challenge and Event Day delivery.

For the LLHM Team the main purpose of this role is to provide first class customer service and support to the 18,500+ runners taking part in the annual London Landmarks Half Marathon, as the event continues to grow in size year on year. This will involve managing the helpdesk email and phonenumber, ensuring runners are accurately registered and answering any queries they may have.

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:

LLHM Team Tommy's Responsibilities

Participant Support/Supporter Journey/Stewardship

- Managing the support inboxes and getting back to runners promptly
- Managing the LLHM phonenumber and outbound calls with runners with welcome, good luck, thank you messaging. You could expect to spend 2-3 days of a week calling runners.
- Supporting the social media groups with creative and engaging content.
- Delivery of 'extra mile' 'Surprise/delight' moments for supporters
- Support on projects based on the planned supporter journey allocated based on capacity and such as sourcing of prizes for completions or the post event survey.
- Managing our fundraising resources and online shop to support runners in their fundraising.
- Ensuring the database is kept updated and recorded accurately.
- Ensuring that all runners are registered on the runner console before the LLHM registration deadline.

Event Day Support

- Supporting the Team with the delivery of Event Day. This may include:
- Supporting with volunteer recruitment
- Volunteer stewardship and regular communication.
- Writing briefing documentation
- Recruiting photographers

- Ordering cheering equipment

Tommy's Corporate Challenge

Supporting the Team with the delivery of Tommy's corporate challenge. This may include:

- Supporting with stewardship and recruitment
- Volunteer stewardship and regular communication.
- Writing briefing documentation

LLHM Responsibilities

Customer Care

- Provide excellent customer service to all our runners via email, phone and social media.
- Support the team in delivering our customer care communication plan and processes.
- Support runners to ensure they are registered on the runner console before the LLHM registration deadline.
- Provide support to the Charity Partnerships Team in answering charity partner emails.
- Support charity partners with any console queries.
- Monitor the London Landmarks Facebook Support Group and engage runners with special touches where possible e.g. sending birthday cards.

Route Activities

Supporting the Team with the delivery of Event Day. This may include:

- Support with sourcing Golden Ticket prizes and discounts for our 48 Hours in London programme.
- Build relationships with cultural, historical and tourist attractions that encourage participants and secure discounts for runners, as part of our 48 Hours in London programme
- Support with the recruitment of on the day volunteers.
- Prepare briefings for volunteers.

Ad hoc duties

- Support with research for the charity partnerships team.
- Support with organising events such as the LLHM Festive Gathering

The Landmarks team is a small department, and the role will be required to be flexible to take on any additional responsibilities necessary to deliver the event and support the wider team.

Skills required

Skills/Experience	
Required	Desirable
<ul style="list-style-type: none"> • Customer service • Telephone experience 	<ul style="list-style-type: none"> • Charity fundraising experience • Database experience • Direct fundraising experience • Administration experience
Qualities, Skills & Knowledge	
Required	Desirable
<p>Skills</p> <ul style="list-style-type: none"> • Excellent interpersonal skills to build relationships with Tommy's supporters, runners and colleagues • Excellent written skills • Excellent communication skills • Excellent customer service skills <p>Knowledge</p> <ul style="list-style-type: none"> • Good IT skills; specifically, Outlook, Microsoft Word, Excel, PowerPoint • Must be fluent in written and verbal English. <p>Qualities</p> <ul style="list-style-type: none"> • Can work on own initiative • High attention to detail • Great organisational skills • Respect for processes and procedures • Multi-tasking and time management • Confident and positive persona • Professional and positive phone manner • Keen team player and ability to assist efficiently with whatever tasks are required • Pragmatic approach to problem solving • Flexible 	<p>Skills</p> <ul style="list-style-type: none"> • Supporting charity fundraising • Experience in event fundraising and/or supporting delivery of an event • A love of running/sports and an interest in London's history • A passion for Tommy's vision and mission <p>Knowledge</p> <ul style="list-style-type: none"> • Database skills (preferably Raiser's Edge)

Contact for recruitment

To apply please send your CV and covering letter to:

Matthew Harris
mharris@tommys.org

Tommy's behaviours

Tommy's

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-operates with and supports colleagues and customers. Builds positive, collaborative working relationships.

Tommy's values

Determination

Going above and beyond

Compassion

Putting ourselves in their shoes

Togetherness

We're in this together

Progression

Driving change

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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