

Candidate pack

Conference and Events Administrator



Every day...

we're here for people affected by Motor Neurone Disease (MND).

A diagnosis of MND brings home the preciousness of every day. So we do all we can to make every day count. We bring understanding and guidance. We deliver practical and financial support. We raise awareness and campaign for better care. We're not just here for now – as the UK's leading charity funder of MND research, we're striving for breakthroughs to develop new treatments and, ultimately, a cure.

MND moves fast. It takes away time, it takes away independence and it has no cure. Every piece of support, every research project, every pound raised, every kind word, and every day lived well...

matters.

Hello



Tanya Curry
Chief Executive

“We’re really pleased you’re interested in joining us and using your expertise, knowledge and time to make a difference to people affected by MND.

We are a charity with big ambitions and are committed to our vision of a world free from MND - we need a strong team to deliver that.

If you’re a great fit for this role, and us, we hope to meet you soon!”

Our vision
A world free
from MND.



Our mission
Everyone
with MND has
choice and
control today,
and a future
driven by
research and
innovation.

What is MND?

Today, six people



**will be told they have MND and six people
will die from the disease.**

**People with
MND may lose
their voice and
movement.**



**And ultimately, their
ability to breathe.**

**A third of people
will die within a
year of diagnosis.**



**More than half will
die within two years.**

**MND is a fatal
rapidly, progressing
disease.**



**It affects the brain
and spinal cord.**

**MND doesn't
discriminate.**



**It affects people from
all backgrounds and
at all ages.**

**There is no cure for MND.
Together we can change that.**



Our values

Four values guide everything we do, and the way we do it. From how we behave day-to-day, to strategic decisions about our priorities, our values shape it all.

We're one strong team.



We work together as one MND Association – a community of people affected by MND, staff, volunteers and partners. We share a common vision and direction. We value diversity. We support each other. We are collaborative and work in partnership with external organisations and with professionals, scientists and others to further our impact.

We make every day count.



Time is precious. We make the most of it to help people with MND. We are proactive, responsive and efficient. We listen to what people need and support them in doing what's important. We deliver at pace, but take the time needed to do things thoroughly. Every day we create impact for people with MND.

We think big.



We are the UK's leading MND charity. People look to us for expertise and inspiration. We support new approaches, new treatments and new understanding. We are bold and ambitious – we think big and make ideas happen. We go beyond what's expected to find new and better ways of doing things. We help set standards, influence care and drive change to shape a better future for people with MND.

We are determined.



People affected by MND are at the heart of all we do. We work with determination and a drive to make a difference. We have compassion and treat people with dignity and kindness. Every interaction is a chance to show that people affected by MND are heard and valued.

Job description

Job title: Conference and Events Administrator

Salary: £27,000 per annum

Location: Northampton

Contract: Permanent

Hours: 37 hours per week

Reports to: Conference and Events Manager

Job purpose

The Conference and Events Administrator plays a key role in supporting the planning and delivery of a diverse programme of in-person, hybrid and online events across the Association. Providing high-quality administrative and operational support, the postholder will help ensure events are delivered efficiently, professionally and inclusively, creating positive experiences for colleagues, volunteers, speakers, suppliers and attendees.

The role is responsible for maintaining accurate event information and records, supporting event logistics and delivery, and contributing to a collaborative, responsive and customer-focused service. The role also includes supporting the physical set-up and delivery of events, including the movement of event materials and equipment in line with safe working practices.

Main responsibilities

- Provide high-quality administrative and operational support to the Conference and Events Team, supporting the planning, delivery and evaluation of in-person, hybrid and online events.
- Manage event administration, including registrations, attendee communications, enquiries, records, databases, reports and event documentation, ensuring information is accurate, timely and up to date.
- Take ownership of designated meetings and events, coordinating administrative arrangements and providing support throughout the event lifecycle from planning through to post-event evaluation and reporting.
- Act as a professional and responsive point of contact for colleagues, speakers, suppliers, volunteers and attendees, delivering excellent customer service and ensuring communications are clear, accessible and appropriate.
- Support financial administration associated with events, including purchase orders, invoice processing, reconciliations and maintaining accurate records.
- Maintain event equipment, stock and inventory records, supporting the transportation, movement and set-up of event materials and equipment where required.
- Maintain accurate information across event management, CRM and other organisational systems, using Microsoft Office applications to produce reports, analyse data and support effective event administration.
- Coordinate travel and accommodation arrangements and provide administrative support for event-related projects, meetings and team activities as required.
- Support onsite event delivery, including attendee registration, venue coordination and stakeholder support, ensuring a positive and inclusive event experience.
- Contribute to the continuous improvement of event administration processes, systems and stakeholder experiences, reflecting the Association's values and commitment to excellent service.

Essential criteria

- Excellent organisational and administrative skills, with strong attention to detail and accuracy.
- Ability to manage multiple priorities, meet deadlines and work effectively in a busy environment.
- Strong written and verbal communication skills, with the ability to build positive relationships with a wide range of stakeholders.
- Excellent customer service skills and a professional, approachable manner.
- Ability to work independently, use initiative and take ownership of allocated tasks and responsibilities.
- Strong problem-solving skills, with the ability to identify issues and know when to seek guidance or escalate concerns.
- Commitment to delivering accessible, inclusive and welcoming experiences for all event participants.
- Strong IT skills, including Microsoft Office and experience using databases, CRM systems or event management platforms.
- Flexibility to travel and work occasional evenings, weekends and overnight stays in support of events.
- Ability to support the physical set-up and delivery of events, including the movement of event materials and equipment.
- Full UK driving licence and willingness to drive a hire or Association vehicle when required.

Desirable

- Experience of event administration, coordination or logistics.
- Experience of working in a charity, membership or not-for-profit environment.
- Experience of using financial systems and supporting budget or invoice administration.
- Experience of analysing and reporting on event data, feedback and evaluation outcomes.



What we offer

At the MND Association, we support you to do your best work and thrive within one strong team.

Employment benefits

Hybrid and flexible working

We have a number of regionally-based employees, with our office-based employees working on a hybrid basis with an expectation of one or two days in the office each week.

We are happy to work with you to consider flexible working solutions that support your life and responsibilities as well as the requirements of the role.

Annual leave

28 days holiday, which increases by one day for each complete annual leave year worked (up to a maximum of 33), plus bank holidays. You also have the option to buy up to five additional days' leave through salary sacrifice or to sell back five days.

Pension

We have two schemes available.

- Auto Enrolment Scheme: you and the MND Association both contribute 4% of your net monthly salary.
- Enhanced Salary Sacrifice Scheme: if eligible, you contribute a minimum of 5% and the MND Association contributes 8.1% of your gross monthly salary.

Life assurance

The option to join a life assurance scheme for peace of mind and financial protection for your loved ones.

Health and wellbeing

- **Health cash plan**, which reimburses healthcare costs including dentist, optician, health screening, specialist consultation.
- A 24/7 virtual GP service, called **GP24**, for you and your household.
- A confidential, independent counselling helpline with up to 10 free sessions each year per issue.
- Access to the My Healthy Advantage app.
- Staff and volunteer network groups and forums.
- Mental health first aid scheme.

Cost savings

- Access to the Cycle to Work Scheme so you can save money and spread the cost of buying a bike.
- Access to BenefitHub, which offers a huge range of discounts and cashback plans across hundreds of retailers and providers.

Learning and development

We'll support your professional and personal growth through:

- a comprehensive induction programme
- the Learning Lab, which offers a range of courses
- job shadowing, to strengthen your knowledge in other areas
- the chance to study for an apprenticeship alongside your role.

Working location

Our central office in Northampton is bright and modern with a variety of flexible working spaces, meeting rooms and communal areas. We also have office space in London SE1, close to Borough and London Bridge stations.

Some of our staff are based regionally and work from home.



Francis Crick House

Motor Neurone Disease Association
Francis Crick House
6 Summerhouse Road
Moulton Park
Northampton NN3 6BJ



London office

FORA
180 Borough High Street
London SE1 1LB

Applying for a role

Please apply via our website. Once we've shortlisted, we'll get in touch with all applicants to let you know if you've got to the next stage.

Application notes

- Apply early if you can. If we receive a lot of interest, we may close applications early.
- We are open to part-time applications or job shares – please indicate your preferred working arrangement in your application.
- Please reflect how your experience aligns with our values in your application.
- Depending on the role, you may be required to complete a criminal records check with the Disclosure and Barring Service (DBS).
- If you're successful in securing a role, you will be asked to produce your valid right to work documentation as part of our pre-employment checks. Find out more on [our website](#).
- If you require UK visa sponsorship, please clearly indicate this in your application.

Personal data

We will look after any information you provide to the MND Association when applying for a vacancy in accordance with the General Data Protection Regulation (GDPR). We're committed to protecting your personal information and being transparent about what information we hold.

[Read our privacy policy here.](#)

Animals in research

We understand that not everyone agrees with the use of animals in research. So, it's important to make you aware that some of the research that we fund involves animals.

MND is complex and, at the moment, animal models are still one of the most powerful tools used to help us understand, prevent and one day cure MND. Much of the progress made to date would not have been possible without them.

Inclusive recruitment

We're committed to providing everyone with the opportunity to compete fairly for roles.

- We're committed to providing everyone with the opportunity to compete fairly for roles.
- We anonymise applications to ensure bias does not influence our decision-making.
- All applications are reviewed by a member of our team, we don't use AI to filter applications.
- We can provide reasonable adjustments during the application or interview process, please contact us at hrrecruitment@mndassociation.org for support.
- We are happy to consider alternative application formats from candidates who find it difficult to complete the online form. Contact us to discuss what works best for you at hrrecruitment@mndassociation.org.
- We are a Disability Confident Employer and guarantee interviews for applicants with a disability who meet the requirements of the role.



Find out more about our **[commitments to inclusion.](#)**

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**Every day we support people affected
by Motor Neurone Disease.
Because with MND, every day matters.**