

ST ANDREW'S HOSPICE
JOB DESCRIPTION

Job title	: Charity Fundraising & Events Co-ordinator
Department	: Income Generation
Reports to / Line Manager	: Head of Fundraising
Pay Range	: N4

Purpose of Job

To act across a range of fundraising disciplines in generating funds for the hospice in order to meet or exceed fundraising targets, these include but are not confined ; lottery, events, corporate, community, sponsorship and donations, regular giving, digital donor journeys, legacies, in lieu of flowers, memory giving, major donor etc

To ensure that all fundraising activities are undertaken in a safe, legal, secure and beneficial manner being cognisant of all relevant policies, procedures, codes of practice and legislation that apply to the activity

To forge and maintain positive and supportive professional relationships with donors that support their giving / fundraising aspirations

To be able to provide basic cover duties for the work of the income administration function

Main responsibilities

- To meet or exceed income generation targets
- To ensure that all activities undertaken in the name of the Hospice are supported, organised effectively and operate within legal guidelines including compliance with the Institute of Fundraising Code of Practice, health and safety legislation and General Data Protection Regulations (GDPR) and our internal policies and procedures
- To actively recruit and engage the corporate sector in supporting the Hospice via sponsorship, Payroll Giving, Lottery Membership and other corporate interactions
- To engage with community income streams from community groups and implement strategies to maximise their contribution and collaboration with the Hospice
- To be responsible for seeking out and initiating new supporter opportunities as well as maintaining existing supporters, (individuals, groups or corporate)

- To establish and sustain Hospice supporter groups providing proactive marketing of all activities
- To pro-actively recruit new supporters whilst maintaining existing donors effectively
- To maintain and operate a comprehensive contact management system using Raisers Edge or successor databases and linking actions to the Outlook calendar
- To actively seek opportunities to undertake speaking engagements, networking opportunities and 'show rounds' at the Hospice that strengthen relationships with donors
- To represent the Hospice at events and attend giving presentations
- To secure sponsorship, grants, awards and donated goods
- To coordinate, implement or support the successful operation of events that benefit the Hospice either as 'Signature' (Hospice own) or, supporter events
- To represent the Hospice in a range of settings with the aim of raising the profile, connectivity, engagement, support and income generation opportunities through those interactions and relationships
- To lead or assist at fundraising events, manning stands, and general promotion of the Hospice
- To actively contribute to achieving the departmental business plan objectives and budgets
- To provide written reports as required and attend meetings as required undertaking any actions arising
- To work with the Hospice retail shops, Hospice Departments, Hospice staff and, volunteers to create beneficial engagements
- To maintain the currency and availability of media materials with the support of the communications function ensuring these are impactful and align with the Hospice branding requirements
- To work on the creation and planning of an events calendar for the Hospice leading, co-ordinating or supporting events as directed by Line Management
- To proactively engage with sector news and income generation innovations scanning the horizon for new and innovative opportunities
- To be able to provide basic cover duties for the work of the income administration function
- To perform any other associated duties that may be reasonable and required from time to time

Management of People

Direct: Nil

Confidential

Indirect: Income Generation Volunteers

Contacts & Relationships

- To maintain and develop relationships with members of the public in the community, including associations, networks, corporates, businesses and general groups to optimise the profile and potential for support from these sources
- To maintain regular contact with colleagues and volunteers to ensure optimum service levels
- To attend meetings with departmental and Hospice staff, which may be on an informal or formal basis

Resources

No direct budget responsibility but delivers all activities in a resourceful manner.

Person Specification

Qualifications

Essential

GCSE C or equivalent in Mathematics and English

Experience

Essential

Proven experience and success within an income generation role

Proven experience and success within a sales environment

Proven experience and success within a customer service environment

OR

Proven experience and success in an events management role

Knowledge/Skills

An influential communicator and presenter

Able to build and sustain effective partnerships and relationships

Computer literate with a working knowledge of Microsoft Programmes

Effective time management and organisational skills

The ability to be able to prioritise and meet deadlines and targets

To be receptive to change and to act as a change agent

Ability to maintain excellent rapport with patients, donors, colleagues and visitors to the Hospice

To demonstrate a calm and logical approach to problem solving

To consistently demonstrate a dedicated approach to the quality of donor relationships and public relations

To be able to innovate within role using external and environmental scanning to maintain sector knowledge

To hold a full driving licence and have access to a vehicle

Qualities

Ability to thrive under pressure whilst remaining calm and organised and be able to work flexibly

To be receptive to change and to act as a change agent.

Ability to maintain excellent rapport with patients, staff, volunteers, supporters and donors

To demonstrate a calm and logical approach to problem solving.

To consistently demonstrate a dedicated approach to delivering quality in all activities

Personal grief/loss resolved sufficiently to perform and cope in an environment that has potential exposure to bereavement concerns

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Mandatory Training – The post holder must complete and maintain the required level of mandatory training required for the role.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....	
Received by.....	
Name (Print).....	