

JOB DESCRIPTION

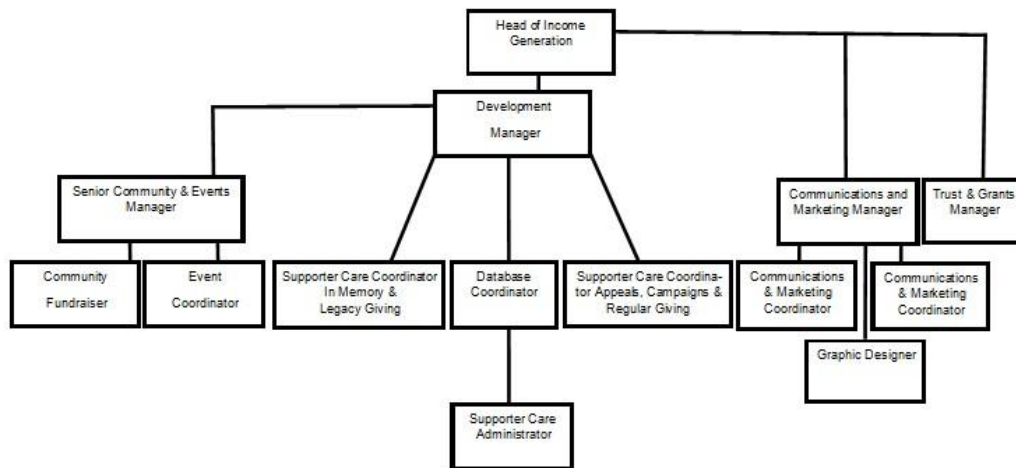
St Cuthbert's Hospice



Making every day count since 1988

1. JOB DETAILS	
Job Title	Events Coordinator
Department	Development
Grade	Hospice Grade 4 (Subject to Job Evaluation)
Responsible to:	Senior Community & Events Fundraiser
2. AIM	
<ul style="list-style-type: none">• To manage, deliver and develop a comprehensive programme of hospice led fundraising events, achieving targets set by the Senior Community & Events Fundraiser.• To actively promote and encourage participation onto our hospice led events fundraising programme.• To represent St Cuthbert's Hospice across County Durham to increase engagement, loyalty and support of the Hospice.	

3. ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- Use of excellent communication and relationship building skills to support the successful planning and delivery of a number of hospice led events, liaising with all stakeholders including suppliers, land agents, donors, businesses, volunteers and colleagues.
- Build and maintain excellent internal communication and relationships across all internal departments and with all levels of seniority.
- Actively develop and maintain relationships with supporters, providing excellent donor care to promote continued engagement with the hospice.
- Actively encourage & promote participation to the hospice led events programme by persuading and encouraging potential supporters to engage with fundraising activities and participate in events. This could include conducting presentations / talks to local groups.
- Respond appropriately and in a timely manner to enquiries from supporters about hospice led events. This may include requests for information or fundraising materials.
- Communicate effectively with the Supporter Care administrator to schedule administrative tasks to support the delivery of events.
- Communicate and collaborate with the Communications and Marketing Coordinator to develop and deliver on promotional plans for events. Use various communication channels to actively promote and encourage participation in our hospice led events programme.
- Work with the Communications and Marketing Coordinator to identify publicity opportunities and supply information for press releases and marketing information for publications such as Insight, the bi annual newsletter.
- Take an active role in the delivery of direct marketing and sales activities to attract target number of participants to take part in events (e.g. leaflet distribution, organising face to face promotions in the community and venue based promotions)
- Communicate with event participants post events to thank them for their support and to gain feedback to support evaluation and improvement.
- Collaborate with the Supporter Care Coordinators to support donor retention activities.
- Secure volunteers required to assist in the successful running of events.
- Occasional communication with large groups of volunteers providing instructions and advice to ensure the smooth running of Hospice led events.
- Demonstrate excellent supporter care when meeting and greeting visitors at the Hospice, when working at an event or when promoting events in the community.

Analytical and judgemental skills

- Use the database to input, extract and analyse data in order to identify & monitor income trends and report on progress on a regular basis. Interpret the results and act accordingly, such as revisiting and modifying operational plans to achieve set targets.
- Use effective judgement and analysis skills during live events to make decisions when unexpected situations arise.

- Evaluate the success of an event or campaign by completing a comprehensive debrief. This may include its financial performance, feedback from stakeholders, learnings and future recommendations.

Planning and organisational skills

- Carry out all necessary administration tasks related to the management of a number of hospice led events. This may involve complex work planning where there is a need to allocate or reallocate tasks or situations in order to meet operational requirements of the event. For example researching dates, booking venues, completing health and safety documents and risk assessments, booking entertainment and sourcing supplies.
- When organising events ensure that event and promotional plans are monitored on a regular basis and take action to modify plans if required to ensure the successful deliver of events.
- Be adept at multi-tasking when managing a number of events with competing demands.
- As required, complete applications to receive approval for the councils safety advisory group (SAG)
- Manage own time effectively and prioritise own workload

Physical skills

- Standard keyboard skills.
- The ability for independent travel is essential.

Patient/Client Care

- Incidental contact with our guests or their relatives may be required as the result of a particular campaign or event or by accepting donations.
- The post holder should be able to communicate effectively and sensitively with our guests and ensure confidentiality is maintained.

Policy and Service Development

- Implement policies relating to hospice led events.
- Propose changes to line manager to policies and procedures relating to the hospice led events
- The post holder should comply with hospice policies and procedures at all times.

Financial and Physical Resources

- Responsible for handling donations (for all payment types) as and when required in line with St Cuthbert's Hospice policy.
- Ensure income targets are met and budgeted costs are not exceeded by reviewing and monitoring financial information throughout the delivery of an event or campaign.
- Communicate any deviations from set financial targets to the Senior Community and Events Fundraiser. If necessary, alter working practices accordingly to meet set targets.
- During the budget setting process offer recommendations to the Senior Community & Events Fundraiser regarding budgeting for events.
- Responsible for securing quotes and purchasing fundraising supplies in line

with set expenditure budget and the St Cuthbert's Hospice purchasing policy.

- Secure gifts in kind to support the delivery of events– in order to reduce costs and maximise income.
- Exercise personal duty of care when using equipment such as computers and printers.
- Report as necessary any maintenance issues or faults e.g. to equipment or office accommodation and ensure the safety and security of the building is met.
- Ensure that and pledges of financial support are followed up in a timely manner. Any expected income which isn't received should be reported to the Senior Community & Events Fundraiser.

Human Resources

- Instruct new or less experienced employees or volunteers in their own work area.
- Required to attend mandatory training courses.
- Responsible for supervision and coordination of volunteers within the development team including delegating tasks and managing their time
- Responsible for instructing and supervising large groups of volunteers at events throughout the year.

Information Resources

- The Post holder will be required to maintain, input and retrieve information from database and spreadsheets.
- There is a regular requirement to produce reports and analyse data. As a user of Donorflex (the fundraising database) be responsible for maintaining accurate and up to date records of supporter and fundraising activities in line with the Hospices Information Governance policies.

Research and Development

- Expectation to keep abreast of hospice-related news and topical issues.
- The post holder will also be expected to research and understand the latest hospice events, fundraising techniques and trends and implement where necessary to mobilize support from the local community.
- Continually look for ways to improve the quality of the service one provides within the area of work.
- Research and propose to Senior Community and Events Fundraiser new event proposals where necessary

Freedom to Act

- Having a flexible approach and the ability to work with other team members and volunteers.
- The post holder should use their own initiative to take responsibility for their own area of work within clearly defined policies with outcomes being assessed at agreed intervals by the Senior Community and Events Fundraiser.

EFFORT & ENVIRONMENT

Physical

- There will be an occasional requirement to set up for events requiring light physical effort for short periods. This will include loading and unloading vehicles with event supplies, setting up stalls, erecting Gazebos and pop up banners / hanging outdoor banners etc.

Mental

- Attention to detail is a vital part of the job role.
- There is an occasional requirement for concentration where the work pattern is unpredictable **Emotional**
- Exposure to distressing or emotional working conditions is rare; however this may occur when spending time with a donor, guest or relative. Should the occasion arise support and advice will be offered.

Working Conditions

Exposure to unpleasant working conditions is rare

Data Protection and Confidentiality

All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.

All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.

All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention

- education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.

Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

JOB DESCRIPTION AGREEMENT

Signature of Post holder:

Date:

Signature of Manager:

Date:

