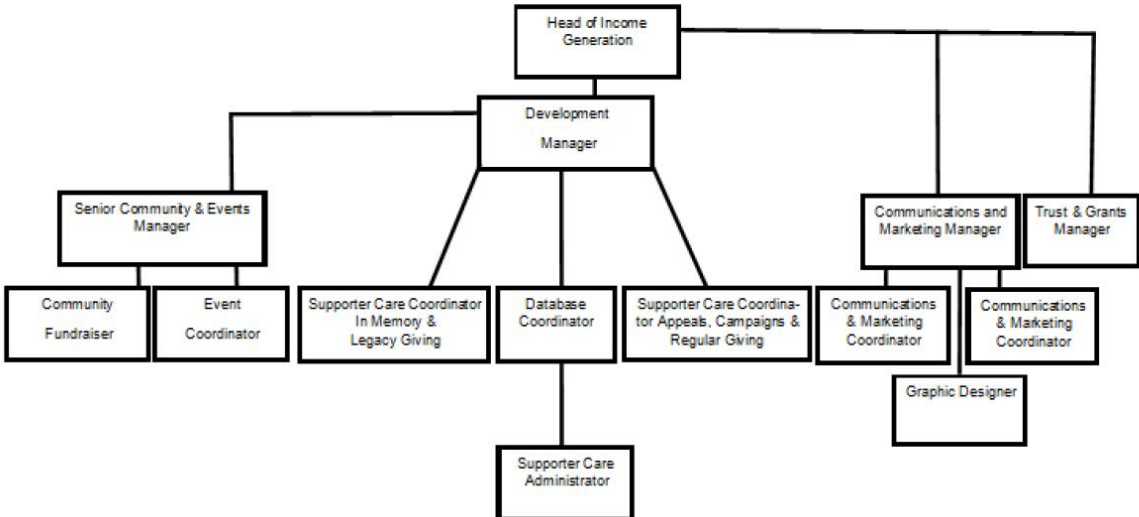


1. JOB DETAILS	
<b>Job Title</b>	Events and Community Fundraiser
<b>Department</b>	Development Team, Income Generation
<b>Grade</b>	3 - 4
<b>Responsible to:</b>	Community & Events Manager
<p><b>2. AIM</b></p> <ul style="list-style-type: none"> <li>To provide operational support to the community and events fundraising team to successfully achieve operational goals.</li> <li>Provide excellent supporter care to fundraisers and event participants.</li> <li>Support in the administrative processes involved in securing and stewarding fundraising volunteers</li> </ul>	
<p><b>3. ORGANISATIONAL CHART</b></p>  <pre> graph TD     HIG[Head of Income Generation] --&gt; DM[Development Manager]     HIG --&gt; CEM[Senior Community &amp; Events Manager]     HIG --&gt; CMM[Communications and Marketing Manager]     HIG --&gt; TGM[Trust &amp; Grants Manager]     DM --&gt; CF[Community Fundraiser]     DM --&gt; EC[Event Coordinator]     DM --&gt; SCC[Supporter Care Coordinator In Memory &amp; Legacy Giving]     DM --&gt; DC[Database Coordinator]     DM --&gt; SCC2[Supporter Care Coordinator Appeals, Campaigns &amp; Regular Giving]     DC --&gt; SCA[Supporter Care Administrator]     CMM --&gt; CMC[Communications &amp; Marketing Coordinator]     CMC --&gt; GD[Graphic Designer]     CMM --&gt; CMC2[Communications &amp; Marketing Coordinator]     </pre>	
<p><b>4. KEY RESPONSIBILITIES</b></p> <p><b>Communication and relationships</b></p> <ul style="list-style-type: none"> <li>Build and maintain excellent internal communication and relationships across all internal departments and with all levels of seniority.</li> <li>Maintain excellent relationships with current and new volunteers to support fundraising activities.</li> <li>Keep up to date with the volunteer requirements for the Development Team.</li> <li>Ensure regular communication is made with development volunteers</li> <li>Provide information to the Communications and Marketing team on volunteer</li> </ul>	

requirements to assist volunteer recruitment.

- Demonstrate excellent supporter care when meeting and greeting visitors to the Hospice or out in the community.
- Identify opportunities & secure opportunities to present to local community groups.
- Occasionally conduct talks and presentations to communicate the work of the Hospice and promote the fundraising portfolio.
- Attend activities and events with target audience demographic to promote campaigns for example gyms/parkrun
- Build relationships with local schools to promote and ion turn attend any planned activities
- Support with responding to enquiries from the public, volunteers, and fundraisers etc., including requests for information and materials etc., attending supporter fundraising events and activities when required.
- Provide effective customer / supporter care to fundraisers, donors and / or local businesses
- Liaise with stakeholders and suppliers whilst supporting the planning of events, for example Christmas Fair stall holders.
- Look after current counter box locations and grow the number of counter box locations, supporting a team of counter box volunteers.
- Provides routine information about fundraising which may require tact or persuasion

#### **Analytical and judgemental skills**

- Use analytical and judgement skills to make judgements involving straightforward facts or situations some of which require analysis – for example – contacting the required number of volunteers required for an event, assigning the counter boxes to venues in the community and arranging volunteers to make collections.
- Input and extract data from the database to inform decision making.
- Extract data from the database to support with the tracking of event participants/target monitoring

#### **Planning and organisational skills**

- Manage own time effectively and prioritise own workload and deliver on straightforward tasks
- Follow the set procedures for inducting new fundraising volunteers
- Support any processes required in the successful delivery of community and events activities. This could include supporting with the distribution of event materials (such as the printing, packaging and sending invites, fundraising packs, thank you letters).
- Support with securing raffle and auction prizes
- Secure locations for promotional activities (applying for relevant licences and permission, if applicable).
- Secure volunteers to support with fundraising activities
- Support Community and Events manager in putting together proposed dates for events following research of other events in the area and availability of proposed venues.
- Plan workload to assist with administration for events and community team.

#### **Physical skills**

- The use of a computer and keyboard are a requirement of the role.

#### **Patient/Client Care**

- Incidental contact with our guests or their relatives may be required from time to time (for example when accepting donations).

### **Policy and Service Development**

- Recommendations should be made to the Community and Events Manager or Development Manager with regards to service improvements. For example, systems and processes to improve the fundraising processes and procedures.
- Always comply with hospice policies and procedures.

### **Financial and Physical Resources**

- Responsible for handling donations (for all payment types) as and when required in line with St Cuthbert's Hospice purchasing policy.
- Obtain quotations for fundraising/event supplies
- Secure gifts in kind to support the delivery of events and campaigns to reduce costs and maximise income.
- Ensure the fundraising team's storage areas are kept tidy and accessible and that stock levels of prizes and stationery are maintained.
- Ensure levels of event materials are maintained to required level and items stored in line with procedure
- Exercise personal duty of care when using equipment such as computers and printers.
- Ensure that and pledges of financial support are followed up in a timely manner.
- Raise PO for authorisation in line with hospice procedures and authorisation from Community and Events Manager.

### **Human Resources**

- Assist in the recruitment of volunteers to specific roles, evaluating individual suitability depending on their preferences, skill set, & experience.
- Recruit volunteers to support the successful delivery and execution of fundraising activities
- To supervise volunteers, this will include delegating tasks and managing their time.
- Required to fulfil any mandatory training requirements.

### **Information Resources**

- Maintain, input and retrieve information from databases and spreadsheets.
- Occasionally produce reports
- 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**

- Research community and events fundraising initiatives, techniques and trends in the charity sector, through relevant publications, websites, conferences, and networking, and make recommendations to the Community and Events Manager

### **Freedom to Act**

- Works flexibly, using their own initiative, managed by the Community & Events Manager.
- Takes responsibility for own area of work with outcomes assessed at agreed intervals (e.g. 1-1 meetings)

## **EFFORT & ENVIRONMENT**

**Physical**

- Occasional requirement to exert moderate physical effort during the set up for events including loading and unloading vehicles with event supplies, setting up stalls, erecting Gazebos and pop-up banners / hanging outdoor banners etc.

**Mental**

- The work pattern is predictable. Frequent concentration is required.

**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**

- Little or no exposure to adverse environmental conditions.

**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:**