



St Cuthbert's Hospice

*Making every day count since 1988*

## Person Specification

<b>Post Title:</b> Supporter Engagement Coordinator – Community		<b>Grade:</b> 4	<b>Department:</b> Development	
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	English and Maths GCSE grade A-C  Educated to degree level or with relevant experience.	Application form	Basic knowledge of fundraising as an academic discipline.  Fundraising Qualification  Fundraising experience within the community.  Relationship management experience	

Experience	<p>A good understanding of the principles of customer (supporter) care and the measures that are used to achieve high levels of customer satisfaction.</p> <p>Understanding of standard event organising and project management techniques and their application.</p> <p>Understanding of the principles of marketing and PR.</p> <p>Experience of working with databases.</p> <p>Demonstrable experience of achieving income targets.</p> <p>Experience of working with donors and an understanding of 'The Donor Journey'</p> <p>Experience of inputting &amp; extracting data from databases, producing reports, and analysing data trends to guide activities (segment data and target campaigns).</p> <p>Experience of networking within the community to promote key messages and make appropriate fundraising asks.</p>	Application form / Interview	<p>Experience in the voluntary sector.</p> <p>Experience within a fundraising role.</p> <p>Experience of supervising volunteers and developing a network of fundraising supporters.</p> <p>Experience of public speaking</p>	
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Skills and Knowledge	<p>A good understanding of database and Customer Relationship Management packages</p> <p>Excellent administrative, organisational and written skills.</p> <p>IT Skills in MS office.</p> <p>Good organisational and project management skills with the ability to prioritise workload and to meet deadlines.</p> <p>Attention to detail and accuracy.</p>	Interview/ Assessment		
Personal Attributes	<p>Excellent communication and team working abilities.</p> <p>Strong interpersonal skills - ability to build good internal and external relationships, both with staff, supporters and volunteers, at all levels.</p> <p>Ability to work under time constraints</p> <p>Ability to work under time constraints.</p> <p>Ability to juggle a range of projects by prioritising workload.</p> <p>To be able to meet deadlines.</p> <p>Ability to use own initiative to deliver against set objectives.</p>	Interview		

	<p>Creative flair and ingenuity – ability to contribute new ideas.</p> <p>Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity and reputation</p>			
Special Requirements	<p>Willingness to work outside agreed hours when required</p> <p>Willingness to train and learn new skills.</p> <p>A drivers licence and ability for independent travel</p>	Interview		

Signature of Post holder:

Date:

Signature of Manager:

Date: