**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | | | |
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| Job Title: | Fundraiser | | |
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| Responsible to: | Head of Fundraising | | |
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| Department(s): | Fundraising and Supporter Relations | | |
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| Salary: | £26,000-£30,000 per annum | | |
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| 1. JOB PURPOSE | | | |
| To inspire the communities of Renfrewshire and adjoining North Ayrshire to support the Hospice.  Working collaboratively with the Fundraising Manager and the wider income generation team to secure the much-needed income for the Charity.  Building relationships, coordinating events, supporting fundraising initiatives and implement new ideas, as well as working with local businesses and developing Charity of the Year partnerships  Building and sustaining our supporter base and provide excellent stewardship at all times.  To always be a St Vincent’s Hospice ambassador creating the best brand experience at point-of-sale. | | | |
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| 1. DIMENSIONS OF THE ROLE | | | |
| **Community Fundraising**   * Develop ways to recognise and encourage those who already support the hospice * Motivate and encourage new and existing supporters with their fundraising activities and goals and seek to re-engage lapsed supporters * Identify and develop fundraising opportunities with local groups and associations e.g. clubs, schools, businesses * Undertake an on-going programme of talks, both in person and virtual which will raise the charity’s profile and ensuring that the breadth and importance of the organisations work is effectively conveyed to key target audiences   **Corporate (and organisational)**   * To support with maintaining a portfolio of potential corporate/organisational supporters and Charity of the Year partnerships through regular research, and maintain records for reporting and re-application, and a rolling calendar of charity of the year application deadlines * To be responsible for maintaining the prospect pipeline, ensuring information is accurate and up to date and risks to the pipeline are flagged * To manage smaller corporate/organisational partnerships and provide excellent stewardship, using innovative ways to keep all parties engaged and informed * Support corporate/organisational partners in their fundraising endeavours as well as signposting to existing opportunities within the wider income generation team * Support the Fundraising Manager with compiling fundraising proposals and applications for prospective and existing partners, and where appropriate present proposals   **Events**   * Implement, deliver, and manage a selection of St Vincent’s Hospice fundraising events * Build on existing events, thinking creatively to develop innovative ideas and new opportunities * Prepare and agree event budgets and annual programme with Head of Fundraising * Review all events and expenditure against budgets * Maintain detailed records of events including relevant feedback to promote continuous improvement * Support and maximise all third party led event and challenge fundraising initiatives. * Proactively approach past third party fundraisers to encourage repeat fundraising * Develop and implement an effective marketing plan to actively promote both hospice and third party events across existing and new potential supporters to maximise event participation   **Information Management**   * Take responsibility for ensuring that supporter data is maintained on the organisational database Raiser’s Edge, in line with GDPR best practice * In conjunction with the Fundraising Manager establish appropriate means of monitoring and evaluating activity * Utilising the database for all email marketing and event registrations to streamline processes   **General**   * There will be a requirement to work some evenings and weekends supporting and developing community fundraising initiatives and events, attending donor meetings, supporting and attending events * Occasionally working alone, in charge or with assistance, at out-of-hours activities. * Have a flexibility to work on own initiative as well as with other team members and volunteers. * Work with volunteers, including delegating and supervising tasks and managing their time * Take responsibility for all administration associated with key tasks, monitoring any work delegated * Work proactively across the organisation through business partnering to keep abreast of new developments within the hospice and new funding opportunities * Assist with other specific projects, as detailed by the Fundraising Manager. * Confident in pitching and presenting to a wide range of audiences such as groups and associations, corporates and schools. * Travel within the local community area where required in the performance of the role, when leading on a project, or for training activities and meetings * Undertake such other duties a may be reasonably allocated by the Fundraising Manager & Head of Fundraising. | | | |
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| 1. ROLE OF ORGANISATION | | | |
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| **Our Vision**  St. Vincent’s Hospice is a charitable organisation at the heart of the community, offering specialist care and services to all those affected by life-shortening illness; we are known as “the little hospice with the big heart”.  Care for all is at the heart of everything we do. We achieve this by:   * Being passionate about delivering high quality palliative care and support; * Working with patients, families and those closest to them to ensure that care is right for   everyone, every time;   * Having appropriately skilled teams who are able to work in home, hospice and other   settings;   * Ensuring we have the necessary funds to maintain and develop services; * Using our influence and expertise to shape the development of palliative care locally and   nationally.  **Our Values**  Caring Respect    Compassion Dignity  Commitment Sensitivity  **In putting people at the heart of everything we do, we work together to:**   * Support every person as a unique and valued individual * Respect the dignity of everyone * Listen to and respect the wishes of people   **In striving for excellence in every aspect of our services, we:**   * Provide a safe, comfortable, caring environment * Develop and provide high quality services that are underpinned by audit and research * Demonstrate clinical, financial and organisational excellence * Work to achieve financial sustainability * Deliver effective leadership and management throughout the organisation * Ensure we have the right number of people with the right skills in the right place at the right time   **In building relationships, we:**   * Listen to, respect and value the contribution of everyone * Work together to improve all of our services * Extend our collaboration with external partners | | | |
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| 1. MAIN TASKS, DUTIES AND RESPONSIBILITIES | | |
| See section 3 above. | | |
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| 1. (a) EQUIPMENT AND MACHINERY | | |
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| **IT Equipment**   * Personal Computer/Laptop * Projector * Telephone Systems including telephone conferencing equipment * Multifunction Device (Printer/Photocopier/Scanner) * Franking Machine * Laminator * Binding equipment * Guillotine | | |
| **8. (b) SYSTEMS** | | |
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| * Microsoft Office packages (including Word, Excel, Publisher, PowerPoint, Outlook, Teams) * Internet * Social media platforms * Raisers Edge database | | |
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| 1. ASSIGNMENT AND REVIEW OF WORK | | |
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| The post holder will agree annual targets for the job role.  The post holder will work within clearly defined occupational policies, protocols, procedures and/or codes of conduct. Advice and support is available from the Head of Fundraising, Fundraising Manager and other senior Managers if required.  Formal review of performance and objective setting is carried out by the Head of Fundraising in accordance with Hospice performance management arrangements and regular review of workload and performance will also take place. The post holder is responsible for highlighting areas where learning and development is required. | | |
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| 1. DECISIONS AND JUDGEMENTS | | |
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| The post holder prioritises tasks on a daily basis, making judgements concerning own working day and using initiative where appropriate.  The post holder is required to comply with Hospice Policies and Procedures.  The post holder has responsibility for ensuring that all their own activities in relation to supporter management (creation, access, storage, maintenance, destruction, communication and transportation) are carried out in line with relevant legislation and policies and procedures, including Information Governance Policy, Access to Health Records Policy and Procedure, Health Records – Creation, Management, Storage and Destruction Policy and Procedure, Data Protection Act and Caldicott principles. | | |
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| 1. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | | |
| * Working within a small team with sometimes limited resources. * Achieving stretch financial targets. | | |
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| 1. COMMUNICATIONS AND RELATIONSHIPS | | |
| The post holder requires to establish and maintain effective working relationships with team members across the income generation team and with Hospice colleagues; retail customers face to face and online; donors and other key stakeholders. | | |
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| 1. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB | | |
| **Physical**   * Sitting for long periods of time. * Using DSE for long periods of time when inputting data and typing letters, etc. * Lifting and manual handling of event equipment and materials. * Travelling around the area and occasionally out-of-area. * Occasional working outside of M-F, 9am-5pm, including evenings and weekends.   **Mental**   * Frequent requirement for periods of concentration. * Need to be flexible as interruptions and unforeseen events are frequent. * Occasional need for high level of concentration when dealing with management of personnel correspondence and documentation. * A need for accurate and timely completion of key tasks. * A need to respond quickly and efficiently when working to conflicting priorities and tight deadlines. * Dealing with several tasks simultaneously.   **Emotional**   * Balancing the needs of competing priorities. * Need to act with diplomacy especially when working to conflicting priorities and tight deadlines. * Infrequent exposure to distressing or emotional circumstances is to be expected.   **Environmental**   * Working in a busy office – frequent, unplanned interruptions and many competing demands. * Regularly working to tight timescales and re-organising workload in order to meet priorities. | | |
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| 1. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | | |
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| Essential:   * Have a proven track record of working within a fundraising or sales environment, with a high level of organisational skills * Good IT skills including demonstrable working knowledge of the Microsoft Office packages including Outlook, Word, Excel, and PowerPoint. * Ability to use main social media platforms. * Excellent communication skills, both verbal and written. * Good level of numeracy. * Excellent negotiating skills. * Have a passion and vision to develop this role. * Have flexibility to work evenings/weekend when required. * Be a holder of a current UK driving licence.   **PERSONAL QUALITIES**  Essential:   * Commitment to the sector in which SVH works – the cause * Leads from the front and enthuses others * Highly personable * Ability to: * Plan effectively – day-to-day and longer-term * Work flexibly and effectively in a busy environment with a helpful approach at all times * Effectively prioritise workload * Maintain confidentiality at all times, dealing with confidential issues in a professional and sensitive manner * Build effective relationships     It is an essential requirement that the post holder provide proof of right to work in the UK prior to taking up the post. | | |
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| 1. JOB DESCRIPTION AGREEMENT | | |
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| This job description is a general outline of the above post and it is not exhaustive. This job description is subject to periodic review with the post holder. Duties may change in line with the service changes and of the post holder’s own personal development. | | |
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| I agree that this is an accurate reflection of the duties involved in my current role in St. Vincent’s hospice. | |  |
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| Job Holder’s Signature | | Date: |
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| Head of Department Signature | | Date: |
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