

Join our team!

Fundraising Manager



**St Vincent's
Hospice**

the little hospice with the big heart





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Overview: Fundraising Manager

Reporting to

Chief Executive Officer (CEO)

Salary

£36,000 – £40,000 per annum

Hours

Full time,
37.5 hours per week

Working pattern

Flexible and hybrid working,
with evening and weekend work
required where appropriate

Status

Permanent

Holidays

27 days plus 8 bank holidays

Location

St Vincent's Hospice, with
travel across Renfrewshire,
North Ayrshire and
surrounding communities

Direct Reports

Fundraiser and Income
Generation Assistant

As Fundraising Manager at St Vincent's Hospice, you will help secure the income and relationships that enable specialist palliative and end of life care for local patients and families. Reporting to the CEO, you will lead the development and delivery of community fundraising, corporate partnerships and events, taking responsibility for agreed income targets, budgets and activity plans.

We welcome applicants from fundraising, communications, marketing, business development, sales, account management, events and other relevant backgrounds. You may bring particular strengths in one area and the transferable skills to develop in others. You do not need experience across every fundraising discipline to apply.

You will bring strong relationship management, communication and organisational skills, alongside the confidence to identify opportunities, ask for support and turn ideas into practical activity. Working with the CEO and colleagues, you will use evidence to set priorities, monitor progress and adapt plans where needed.

You will support and manage the Fundraiser and Income Generation Assistant, work closely with the Individual Giving Manager, and coordinate with communications, finance, retail and clinical colleagues. The role combines hands-on delivery with planning, team support and the development of longer-term relationships.

This is an opportunity to build on your existing skills, develop your fundraising knowledge and make a meaningful contribution to the hospice's future. Relevant training and professional development will support you in the role.

To apply, please email your CV and cover letter to recruitment@svh.co.uk or complete our application form via <https://stvincentshospice.org/vacancies>

Key Responsibilities

Fundraising Strategy, Leadership, Planning and Performance

- Develop and deliver annual plans for community fundraising, corporate partnerships and events, working with the CEO to agree priorities, income targets, budgets and KPIs.
- Take responsibility for delivery against agreed targets, maintaining a clear programme of activity and following opportunities through to an outcome.
- Build and maintain a pipeline of potential supporters, partners and fundraising opportunities, using existing relationships and developing new contacts.
- Monitor income, expenditure, forecasts and activity, identifying risks early and agreeing practical action with the CEO where progress is off track.
- Prioritise time and resources according to likely income, costs, supporter engagement and longer-term value.
- Use data, feedback and learning from previous activity to improve plans, test new ideas and develop sustainable sources of income.
- Provide clear and timely income, pipeline and performance reports to the CEO, contributing to wider organisational reporting as required.

Leadership Across Fundraising

- Provide day-to-day line management, guidance and support to the Fundraiser and Income Generation Assistant, setting clear objectives and reviewing progress regularly.
- Support induction, probation, development and performance reviews, identifying training need and addressing concerns constructively with appropriate advice.
- Coordinate team workloads, volunteer support and delivery arrangements so agreed actions are completed and supporter enquiries are handled promptly.
- Work collaboratively with the Individual Giving Manager to coordinate supporter approaches and identify appropriate opportunities across the two portfolios.
- Build effective working relationships with communications, finance, retail, clinical services and other hospice colleagues.
- Lead by example, creating a supportive team environment in which colleagues understand priorities, take responsibility and share learning.
- Represent the hospice professionally at meetings, presentations, events and community activities, with support from colleagues where needed.

Key Responsibilities

Team Responsibilities and Coordination

- Lead the community, corporate and events portfolio and line manage the Fundraiser and Income Generation Assistant. The Individual Giving Manager is a peer who reports directly to the CEO.
- Agree personal income and relationship development targets with the Fundraiser and coordination, service and accuracy objectives with the Assistant. Allocate named leads and avoid double counting income from shared activity.
- Ensure the Fundraiser develops relationships and grows income while the Assistant coordinates central bookings, rotas, registers, practical arrangements and administration. Agree exceptions and resolve competing priorities.
- Agree the Assistant's support for the Individual Giving Manager and retail colleagues, protecting essential donation and Gift Aid work alongside planned fundraising activity and reception volunteer coordination.
- Coordinate shared campaigns and events with the Individual Giving Manager. That role owns individual giving, in-memory fundraising, legacies and lottery; agree any event delivery support, costs and supporter handovers.

Corporate Partnerships

- Develop and deliver a corporate fundraising programme that builds mutually beneficial relationships with local and regional businesses.
- Identify and approach potential partners, using research, local networks and introductions from supporters, volunteers, trustees and hospice colleagues.
- Build relationships with businesses to understand their interests and develop suitable opportunities such as sponsorship, employee fundraising, charity of the year partnerships and volunteering.
- Prepare clear, tailored proposals and presentations, working with the CEO and communications colleagues where appropriate.
- Agree practical partnership plans, maintain regular contact and provide timely thanks, recognition and information about the difference support makes.
- Maintain records of prospects, conversations, commitments and next steps, following up consistently and identifying opportunities to renew or grow support.
- Monitor partnership income, costs and engagement, reviewing progress and adapting activity where needed.
- Follow the hospice's ethical fundraising and due diligence processes, referring significant proposals or concerns to the CEO.

Key Responsibilities

Community Fundraising and Events

- Develop and deliver a programme of community fundraising and events that engages local people and generates income for the hospice.
- Build relationships with community groups, schools, clubs, faith organisations, local businesses and other networks across the hospice's catchment.
- Support the Fundraiser to plan and develop activity in local areas, with clear objectives, follow-up actions and opportunities to build lasting support.
- Recruit, encourage and support community fundraisers and volunteers, providing practical information, resources and recognition.
- Plan and coordinate hospice events, challenge events and third-party fundraising opportunities, managing budgets, delivery arrangements and appropriate risk assessments.
- Work with communications colleagues to promote activity, recruit participants and share the impact of community support.
- Provide accessible fundraising resources and toolkits that help individuals and groups organise their own activities confidently.
- Encourage repeat involvement and identify appropriate opportunities for wider support, referring individual giving, in-memory, legacy and lottery enquiries to the Individual Giving Manager.
- Evaluate income, expenditure, participation, supporter feedback and time invested, recommending where activities should be developed, adapted or discontinued.

Supporter Experience and Stewardship

- Ensure supporters, businesses, volunteers and community fundraisers receive a welcoming, responsive and consistent experience.
- Develop practical supporter journeys that include timely thanks, appropriate recognition, impact updates and opportunities for continued involvement.
- Work with the Income Generation Assistant and wider team to ensure enquiries, donations and supporter commitments are recorded and followed up promptly.
- Respect individual circumstances, communication preferences and wishes, responding sensitively to bereavement and recognising when additional support or advice is needed.
- Use feedback and supporter insight to improve relationships, retention and engagement, coordinating contact with the Individual Giving Manager.
- Respond appropriately to feedback and complaints, following hospice procedures and escalating concerns where required.

Key Responsibilities

Financial Management Data and Compliance

- Maintain accurate records in Raisers Edge NXT, including supporter relationships, opportunities, income, commitments, preferences and follow-up actions; undertake relevant system training.
- Manage agreed budgets, monitor expenditure and maintain realistic income forecasts, working with the CEO and finance colleagues.
- Ensure fundraising activity is planned, cost-effective and supported by appropriate records, approvals and financial controls.
- Work with administration and finance colleagues to support accurate donation recording, banking, reconciliation and appropriate Gift Aid processes.
- Develop and maintain the knowledge needed to ensure activity follows relevant fundraising standards, data protection and marketing requirements, charity law and hospice policies.
- Ensure events and community activity follow agreed health and safety, safeguarding and risk management processes, seeking specialist advice where needed.
- Maintain confidentiality and good data quality, reporting concerns or incidents through agreed procedures.
- Undertake relevant training, contribute to continuous improvement and carry out other duties appropriate to the role.



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Person specification

Who we're looking for

We welcome applications from people with relevant transferable skills. You do not need experience across every fundraising area. We are looking for someone who can build relationships, organise effective activity, support a team and take responsibility for results, alongside the motivation to learn and develop.

Essential Criteria

- Relevant experience in fundraising, communications, marketing, business development, sales, account management, events, community engagement or a similar role.
- Evidence of delivering successful activity, building engagement, securing support or achieving agreed objectives in a relevant setting.
- Experience of developing relationships with businesses, community groups, customers, supporters or other stakeholders, and following up opportunities.
- Experience of planning, coordinating and evaluating campaigns, events, projects or partnership activity.
- Ability to organise work, set priorities and take responsibility for agreed targets and outcomes, including a willingness to work towards fundraising income targets and KPIs.
- Ability to guide, support and coordinate the work of others, gained through line management, project leadership, supervision or volunteer coordination.
- Strong communication skills, with the ability to write engaging content, prepare proposals, present ideas and explain the impact of support.
- Confidence to approach new contacts, build trust and ask for support, with the willingness to develop fundraising and negotiation skills.
- Ability to work with budgets, costs and performance information, with a willingness to develop skills in fundraising income forecasting and evaluation.
- Experience of using databases, CRM systems, spreadsheets or other digital tools to manage contacts, organise activity or monitor progress, with a willingness to learn Raisers Edge NXT.
- Ability to interpret information, identify where activity is not achieving the intended result and make practical improvements.



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Person specification

Who we're looking for

Essential Criteria

- Compassion and emotional intelligence, with the ability to communicate sensitively with patients, families, volunteers and supporters.
- Awareness of confidentiality, data protection and consent, and a commitment to learning and applying ethical fundraising standards and relevant requirements.
- A collaborative, proactive and reliable approach, with the ability to manage competing priorities and follow through on commitments.
- Commitment to equality, inclusion and the values and mission of St Vincent's Hospice.
- Ability to travel across the hospice's catchment and work occasional evenings and weekends as required.

Desirable Criteria

- Experience in one or more of community fundraising, corporate partnerships, sponsorship, events or volunteer-supported fundraising.
- Experience of generating income, securing sponsorship, developing commercial partnerships or managing fundraising or sales targets.
- Experience of line management, staff development, probation or performance reviews.
- Experience of developing budgets, forecasting income, managing a pipeline of opportunities or evaluating return on investment."
- Knowledge of supporter stewardship, fundraising best practice or the charity sector.
- Experience of Raisers Edge NXT or another CRM or fundraising database.
- Experience in a hospice, healthcare or community charity, or of working sensitively with people affected by illness or bereavement.
- Relevant professional development or qualifications in fundraising, communications, marketing, events, management or a related field.



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Person specification

Who we're looking for

Personal Qualities

We are looking for someone who is:

- **Relationship-focused** — approachable and able to build trust with a wide range of people.
- **Proactive** — willing to identify opportunities, make approaches and turn ideas into action.
- **Accountable** — takes responsibility for agreed outcomes and follows through on commitments.
- **Supportive** — helps colleagues and volunteers understand priorities and develop confidence.
- **Curious and adaptable** — open to feedback, learning new skills and improving how activity is delivered.
- **Practical and organised** — balances competing demands and finds workable solutions.
- **Compassionate** — respects the personal circumstances and reasons behind people's support.
- **Committed** — motivated to make a meaningful difference for local patients and families.



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Benefits

Working with us

- Salary of £36,000 – £40,000 per annum
- Generous annual leave entitlement plus public holidays
- Pension scheme
- Flexible and hybrid working opportunities
- Ongoing professional development and training
- Employee wellbeing support
- Free onsite parking
- Access to on-site lunch/refreshment options
- Access to Blue Light Card discounts
- Opportunity to work for a respected and valued local charity
- A supportive and compassionate working culture where your work has real impact

Our Commitment

At St Vincent's Hospice, every member of our team plays an important role in helping local people receive care, comfort and support.

As Fundraising Manager, you will develop the income, relationships and community involvement that help sustain vital services for patients and families. We value the skills and perspectives people bring from different backgrounds and will support the successful candidate to build the knowledge needed for the role.