

# Heartlands Hospital Fundraising Officer

Candidate Pack



# Fundraising Officer

The hospital charity provides support that is 'over and above' that which the NHS provides. This includes state of the art equipment, facilities, training and research, as well as patients comforts.

At Heartlands Hospital Charity we are currently raising funds for the second phase of our Children's Appeal and our ongoing Homes away from Home accommodation, to name just a few. Everything we do is for the benefit of hospital patients.

As a Fundraising Officer you will help us raise much needed funds to help us make a real difference to patients and their families.

## Basic Information

**Salary:** £26,000 per annum (pro-rata for part time)

**Hours:** 37.5 hours per week

**Reporting to:** Fundraising Manager / Director of Fundraising

**Location:** The role will be based at our offices at Heartlands Hospital, Bordesley Green, Birmingham (on site)





# About the Role

## Fundraising Officer

As a Heartlands Fundraising Officer you will primarily be based at Heartlands Hospital in Birmingham, with occasional travel to other hospital sites and off site to attend meetings and events.

You will be key in helping to build new relationships with the public and hospital staff within Heartlands Hospital, as well as with existing supporters.

The role includes proactively going out to meet people to provide information about the work of the Charity and inspiring people to fundraise. It also involves spending time in the Charity Hub to speak to hospital staff, patients and members of the public and tell them more about our work.

Within the role there is opportunity to grow and develop into areas of interest and learn about the work of the wider charity.

The Fundraising Officer will work closely with other members of the hospital charity, providing secretarial and administrative support to the Fundraising Team and the Charity overall, including having responsibility for accurate data inputting of donations, fundraising and Gift Aid claims and correspondence with donors and fundraisers.

The role will involve lots of face to face fundraising so would suit someone who is very sociable and is confident talking about the Charity to a variety of audiences.

This role will involve occasional evening and weekend work at charity events and events organised by our supporters.





# Main Duties

## Fundraising Officer

- Proactively helping to drive and increase income from businesses, business network groups, community groups and individuals to advance the Charity's fundraising ambitions both individually and as part of a wider fundraising team
- Providing excellent stewardship to key supporters and volunteers and build strong relationships with potential new supporters
- Working alongside the Stewardship Team, ensuring accurate data inputting of donations, fundraising, Gift Aid claims and correspondence both written and verbal with supporters
- Building excellent relationships with key clinical colleagues to ensure the different wards and departments are working effectively with the charity
- Collecting donations from across the hospital and meeting donors and fundraisers who come to the hospital
- Working in our Charity Hub, working as part of a team to ensure that it is staffed during opening hours
- Organising and attending cheque presentations, charity stalls and bucket collections both on and off site
- Typing and processing of correspondence, reports and other documents as requested on a daily basis with packages to include Microsoft Office i.e. Word, Excel Outlook, Access and PowerPoint, and donor database Raiser's Edge
- Banking donations and issuing receipts
- Managing and prioritising unpredictable and frequently interrupted busy workload
- Working with and deliver clear objectives and key performance indicators
- Proactively contributing to the achievement of targets and the ongoing fundraising success of the Charity as a whole and to be a supportive, effective and collegiate team member
- The Fundraising Officer will also carry out other projects and duties as directed by the Deputy Head of Fundraising, Director of Fundraising and Charity Chief Executive.





# Further Info

## Fundraising Officer

### Skills/knowledge/ability

#### Essential

- Excellent written skills with first class spelling
- Ability to produce accurately typed documents to a high standard
- Ability to ensure accurate data inputting
- Ability to deal with heavy, unpredictable workloads
- Ability to set up and maintain organisational systems
- Competent in use of Microsoft Office including Word, Excel, Outlook and Powerpoint, along with other software packages
- Ability to deliver high quality work with minimum supervision
- Ability to work flexibly to meet the needs of the charity
- Non-judgemental attitude
- Accepts responsibility for own decisions
- Understanding and respect for the importance of patient confidentiality
- GCSE English Language or equivalent
- GCSE Mathematics or equivalent

#### Desirable

- Educated to degree level or equivalent
- Qualification in community fundraising, corporate fundraising, communications, PR or marketing
- Membership of the Institute of Fundraising

### Experience

#### Essential

- Experience of working with one or more of the following: corporate groups, community groups, individual fundraisers
- Experience of presenting to audiences/groups
- Experience of administration in an office based environment
- Experience of working on own initiative
- Previous experience of working with senior staff

#### Desirable

- Experience of working with donors and fundraisers
- Experience of producing appealing and persuasive materials
- Raiser's Edge donor database experience
- Experience of working and consulting with patients and/or the public

### Additional Information

#### Essential

- A team player with a flexible approach
- Available to work over weekends

#### Desirable

- Car driver with a clean licence

To Apply

[hospitalcharity.org/jobs](http://hospitalcharity.org/jobs)



# What does the Charity fund?

The Charity's mission is to see an improvement in the health and wellbeing of the community through the services provided by University Hospital Birmingham NHS Foundation Trust and to improve the experiences of all the people who use our hospitals and community services.

The Charity funds equipment, research, facilities and anything that is 'over and above' that which is provided by the NHS.

Projects which we have completed at Heartlands Hospital include:

- Redecoration of the children's departments
- Building a children's playground
- Refurbishment of the Eden Suite (Bereavement Maternity Unit) and garden
- Redecoration of the cancer wards
- Providing a Home from Home - free accommodation for neonatal parents
- Purchased an MRI scanner as part of the building of the Heartlands Treatment Centre
- Incubators for the Neonatal Department

We also regularly support the hospital through our Christmas Appeal and by providing smaller grants to wards and departments.

Together with our fantastic supporters we help to raise money to provide world-class facilities for patients and their families at the four hospital sites.

We spend the income raised on items from cutting-edge equipment to toys and games for children in hospital.

“The most important aspect of the Eden Suite is the extra time it gives you with your baby, as you sadly know you will never get to take them home.”





# Case Study



Beverley and Jonathan Watson live in Lincoln but when baby Taylor was born five weeks premature his lungs weren't formed enough and he needed specialist care so he was transferred 90 miles away to Heartlands Hospital Neonatal Unit.

Following assessments by the specialist team, they were told Taylor would need to be in for several days.

"It suddenly dawned on us we would have to pay for a number of days in a hotel."

"Then it happened, we were told the hospital had somewhere for us to stay for free and within walking distance from our baby boy on the neonatal ward. We couldn't believe our luck as we were already struggling financially and even though we were ready to spend everything we had to stay by Taylor's side, to be told that we wouldn't have to pay was a huge relief."

"I wasn't expecting much but wow was I amazed by what we were given; the flat was beautiful with plenty of room for an average sized family. All the work of an amazing charity."

"This felt like the turning point for us as another day later Taylor started to improve, and we could finally celebrate the joy of our new addition."





# About Us

University Hospitals Birmingham Charity, registered charity number 1165716, is an umbrella charity, made up of the Queen Elizabeth Hospital Birmingham Charity, Heartlands Hospital Charity, Good Hope Hospital Charity and Solihull Hospital Charity.

We work across our sites to support patients, families and staff at their hospitals by providing 'added extras' that are over and above that which is provided by the NHS.

Heartlands Hospital is located in the heart of a diverse multicultural community and treats thousands of children each year. It has a large maternity and neonatal unit and specialises in infectious diseases.





# Heartlands Hospital Charity

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Registered charity number 1165716

