

Job description

POST:	Charity Officer
BAND:	4
REPORTS TO & RESPONSIBLE TO:	Charity Manager and Associate Director of Comms
RESPONSIBLE FOR:	N/A
PRIMARY WORK BASE:	Tameside Hospital and Stepping Hill Hospital

1. JOB SUMMARY

The postholder will provide vital support to both Tameside & Glossop NHS Charity and Stockport NHS Charity. The role is varied and offers experience across charity administration, fundraising, events coordination, communications, digital marketing and social media management, while also supporting donor stewardship and the day-to-day operation of the charities.

Tameside and Glossop Integrated Care NHS Foundation Trust and Stockport NHS Foundation Trust work collaboratively to deliver high-quality, sustainable services for our local populations. Some roles within the organisation are specific to one Trust, while others operate across both Trusts to support shared strategic objectives, improve patient outcomes, and make best use of collective expertise and resources. This collaborative approach enables greater service alignment, innovation and resilience, and the post-holder may therefore be required to work jointly with colleagues or teams across both organisations as part of their role.

2. MAIN DUTIES AND RESPONSIBILITIES

Charity Support:

- Provide administrative support for charity campaigns and events, including minute-taking, record management and data entry.
- Promote and deliver local fundraising activities and events, ensuring they are effectively planned, marketed and evaluated
- Maintain a visible presence within the local community and monitor fundraising opportunities and developments within the charity sector.
- Support the management of donor and volunteer databases, ensuring records are accurate, up to date and compliant with relevant regulations.
- Assist with the distribution of promotional materials and charity merchandise.
- Coordinate and manage the charity's shared email inboxes, ensuring enquiries are responded to in a timely manner.

- Assist the Charity Manager with publicity materials, including the six-monthly magazines, to raise awareness of fundraising to the local community.
- To support the department and organisation by carrying out any other duties that reasonably fit within the broad scope of a job of this grade and type of work.

Communications Team Support – when needed

- Assist with managing the team's shared inbox, triaging messages and responding to routine enquiries.
- Monitor social media engagement and assist with the collection and reporting of performance analytics.
- Support the planning and delivery of internal and external communications campaigns.
- Assist with the coordination of internal Trust events and associated communications activity.
- Support the review and refresh of communications materials across Trust sites.

3. COMMUNICATION AND WORKING RELATIONSHIPS

- Act as a central point of contact for incoming telephone calls and emails, responding to routine enquiries and ensuring messages are recorded accurately and forwarded appropriately.
- Develop and maintain positive relationships with Trust staff to encourage participation in fundraising activities and help raise the profile of the charity internally.
- Liaise with donors, supporters, local community groups and businesses to support their fundraising, provide materials and create a positive donor journey.
- You will work within the Communications team and will attend Communications and Charity team meetings, as well as representing both teams where needed at internal and external meetings and events.

4. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Knowledge of the rules and regulations of charities. Including the Fundraising Code of Conduct and the Charity Commission.
- Support the production of charity reports, impact updates and promotional content for internal and external audiences.
- Assist in the management of the charity's social media channels, including Facebook and Instagram.
- Process and record cash donations and fundraising income in line with charity financial procedures.

5. PHYSICAL, MENTAL AND EMOTIONAL EFFORT

Physical Effort

- Occasional requirement to sit or stand in a restricted position for prolonged periods whilst undertaking computer-based work.
- Occasional lifting and carrying of fundraising materials, promotional items and equipment for events and activities.
- Regular travel to community and fundraising events across the locality as required.

Mental Effort

- Frequent concentration required when producing communications materials, drafting social media content, researching information, maintaining records, handling charitable funds and providing advice to staff and supporters.
- Frequent interruptions from enquiries, urgent requests and changing priorities requiring the ability to refocus and manage competing demands.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances when supporting patients, families, fundraisers, donors, or staff who may be sharing personal experiences linked to illness, bereavement or care received.
- Occasional requirement to respond sensitively to complaints, difficult situations, or challenging conversations involving fundraising activities or charitable support.

6. WORK BASE

- This is a hybrid role with a primary work base across both Tameside Hospital and Stockport NHS Foundation Trust sites. The post holder will be required to work flexibly between the two hospital locations, attend community and fundraising events across the locality as required and undertake home working in line with organisational policies and service needs.

GENERAL DUTIES OF ALL POST HOLDERS

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and consistently uphold the Trust's Values and Behaviours in all aspects of your work.
- It is the responsibility of all staff to have regard for the aims and objectives of the Joint Green Plan and the NHS ambition to achieve 'net zero'. Staff should consider the impact of their role on the environment and strive to improve environmental performance across the trust

STANDARDS OF BUSINESS CONDUCT

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation, with colleagues and all those who have dealings with the organisation including patients, relatives and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The post holder must comply with NHS England's Managing Conflicts of Interest in the NHS (2017) guidance and the Trust's Standards of Business Conduct Policy.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

EQUALITY, DIVERSITY & INCLUSION

We are committed to creating an inclusive environment where every individual is valued and has a genuine sense of belonging. As an employee of this Trust, you are required to actively uphold our principles of Equality, Diversity and Inclusion, and to carry out your duties in accordance with all Trust policies relating to EDI.

You must treat all patients, colleagues and visitors with dignity and respect at all times, regardless of their background, beliefs or identity. By fostering a culture of civility and kindness, we ensure that our Trust remains a safe and welcoming place for everyone to work and receive care.

The Trust is committed to being an anti-racist organisation. You can find our Anti-Racism Statement and related resources by visiting the Equality, Diversity and Inclusion section of the Trust's website or by accessing the EDI pages on the staff intranet.

ALL AGE SAFEGUARDING

- The Trust is committed to safeguarding the welfare of all individuals who come into contact with its services, including children, young people, and adults at risk. All employees are required to complete mandatory safeguarding training relevant to their role. As an employee, you have a legal and professional responsibility to report and/or escalate any concerns, disclosures, or incidents of suspected abuse, neglect, or harm that you witness or that are reported to you. This must be done in accordance with the Trust's Safeguarding Policies and Procedures, using the agreed reporting pathways for either adult or child safeguarding, and within appropriate timeframes.
- The Trust operates in line with national safeguarding legislation and guidance, including the Children Act 1989 and 2004, the Care Act 2014, the Mental Capacity Act 2005 and the Working Together to Safeguard Children framework. All staff are expected to be familiar with and adhere to these standards, and to contribute to a culture of vigilance, accountability, and proactive safeguarding. The Trust also supports safeguarding through its participation in multi-agency partnerships, including Local Safeguarding Children Boards (LSCBs) and Safeguarding Adults Boards (SABs). You may be required to contribute to safeguarding investigations, case reviews, or inter-agency meetings as part of your professional duties. Failure to comply with safeguarding responsibilities may result in disciplinary action and, where appropriate, referral to external regulatory or legal bodies.

CONTINUOUS DEVELOPMENT

- The Trust recognises that continuous professional and personal development benefits both the individual and the organisation. Whilst the Trust will support individuals wherever possible, you are required to accept responsibility for your own on-going education and training particularly in relation to any such requirements which are necessary to maintain the required professional registration.

CONFIDENTIALITY & INFORMATION GOVERNANCE

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established
- All information obtained or held during the post-holders' period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties

- The post holder must ensure compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

HEALTH & SAFETY AT WORK

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy

INFECTION CONTROL

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control

PERSON SPECIFICATION

POST:	Charity and Communications Officer
BAND:	4

	Criteria	Assessed at application	Assessed at interview
Qualifications & Education			
Essential	Educated to A Levels or equivalent	X	
Desirable	Formal qualification related to charity, fundraising or a related field	X	
Knowledge & Experience			
Essential	Experience in working in a charity or fundraising environment or similar	X	X
	Ability to use social media, Microsoft Office Suite and Teams etc	X	X
	Experience of supporter/donor/volunteer stewardship	X	X
	Experience of dealing with the public	X	X
Desirable	Knowledge of working fundraising tools such as Stripe and Justgiving	X	X
	Knowledge of fundraising best practice and guidance such as the Fundraising Code of Conduct		X
	Knowledge of NHS systems and understanding of the challenges facing staff and patients	X	X
Skills & Abilities			
Essential	Good level of organisational and communication skills – both oral and written		X
	Ability to meet deadlines/ targets		X
	Ability to work outside of normal office hours on occasion when required		X
	Ability to drive between hospitals, community sites and local charity events		X
	Ability to work independently, take initiative, and manage workload with minimal supervision.	X	X
Values / Behavioural / Attitudes			
Essential	High degree of integrity and professionalism including being approachable and flexible	X	X
	Ability to deal sensitively with issues	X	X
	Ability to be compassionate and empathetic especially with supporters		X