Tapping House
Living well, dying well, never alone

JOB DESCRIPTION

Job Title: Community & Events Manager

Reporting To: Head of Fundraising

Location: Tapping House, Hillington, Wheatfields, PE31 6BH – with travel as necessary

Hours of work: 37.5 hours per week (Flexibility will be considered in line with organisational policies and the requirements of the job role).

Due to the nature of the role working time often includes including evening, weekends and bank holidays. Tapping House operate a toil policy.

Annual Leave: 25 days FTE (increasing to 27 after 5 years and 31 after 9 years) plus 8 Public Holidays

ROLE SUMMARY

The Community & Events Fundraising Manager will lead the development and delivery of one of our most energetic and dynamic fundraising income streams. Their contribution will be realised through a sustainable programme, including fundraising products, volunteer contribution and direct control over the community and mass participation event fundraising programme to generate income and build long-term supporter relationships.

The postholder will have the skills to inspire individuals, community groups, schools, volunteers and other supporters to raise funds, deepen engagement and champion the Hospice within the community. They will also be responsible for planning and delivering a diverse portfolio of appealing events including hospice-led mass participation and third-party events. They will be highly organised and proficient at using a database to drive opportunities and pipelines, while ensuring an exceptional supporter journey.

As a skilled and experienced event manager, the postholder will collaborate across the business and with other fundraising colleagues to provide expertise on delivering events. They will work closely with the Volunteers Team to harness the power of volunteers in our community and events fundraising.

As a manager within the Fundraising Team, you will have budget responsibility and contribute to planning towards our income strategy, including meeting our

ambitious unrestricted and restricted income targets. This post includes line management of the Community Fundraising Officer.

MAIN RESPONSIBILITIES

The postholder will lead on the development and operational delivery of the community and events fundraising strategies. This includes identifying new and innovative opportunities and managing and monitoring performance to meet KPIs, return on investment and sustainable income for the Hospice. The postholder will be an energetic, highly motivated and organised person who shares our values.

Strategy & Income Growth

- Develop and deliver comprehensive community and events fundraising strategies aligned with the Hospice's wider fundraising objectives.
- Identify new income opportunities, partnerships and audience segments to drive sustainable growth.
- Manage, monitor and report on income and expenditure budgets, ensuring targets are achieved or exceeded.
- Use data and insight to inform decision-making, evaluate performance and continuously improve activity.

Events Management

- Lead the planning and delivery of an engaging and inspiring portfolio of events including mass participation, challenge, virtual, social and hospice-led campaigns.
- Produce detailed event plans covering logistics, supplier management, venue liaison, health and safety, risk assessments and budget control.
- Oversee the full event lifecycle from concept through to evaluation and stewardship.
- Ensure all events are fully promoted, consistently branded and aligned with audience needs and strategic goals.
- Support hands-on event delivery including set-up and take-down (manual handling required).

Community Fundraising & Supporter Engagement

- Build, recruit and steward strong relationships with individuals, community organisations, clubs and associations, faith groups, schools and colleges, friends and social groups.
- Develop and manage inspiring community products and toolkits to maximise income and engagement.
- Develop and manage excellent supporter communication to maximise fundraising opportunities and maintain long-term involvement.
- Develop supporter stewardship plans for the whole journey to grow partnerships and repeat fundraising.
- Represent the Hospice at community events and networking opportunities to raise awareness and income.

Leadership & Team Management

- Line manage staff, providing leadership, support and performance management.
- Foster a positive, collaborative and high-performing team culture.
- Identify opportunities for volunteer support, recruiting and developing skilled volunteers aligned to roles and responsibilities in our community and events plans.
- Organise volunteers effectively across the territory, according to business needs.
- Manage and support volunteers, communicating with them to show them our appreciation and the impact of their work.

Systems, Compliance & Administration

- Ensure accurate and timely recording of fundraising activity on the CRM (Raiser's Edge).
- Use data to manage pipelines, supporter journeys, campaign tracking and communications.
- Stay up to date with fundraising best practice, sponsored event platforms and giving mechanisms.
- Ensure compliance with fundraising regulations, health & safety standards and Hospice policies.

Collaboration & Communication

- Work closely with Fundraising, Marketing & Communications and colleagues from across the Hospice to maximise cross-departmental

opportunities to communicate our products, events and messages effectively to our audience segments, engage and steward our supporters, and identify opportunities for funding and growth.

- Ensure all propositions and communications are professional, appealing and aligned with brand guidelines and values.
- Present confidently to a range of audiences and stakeholders.
- Attend regular team meetings to support joined-up working and shared objectives.

General

- To uphold the Hospice's vision and values at all times

- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.
- **Information Security, Confidentiality, and Records Management:**

The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information Governance training, reporting potential security incidents, and managing records in accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.

- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

PERSON SPECIFICATION
Community & Events Manager

	Essential	**Desirable**
Qualifications and Training	Educated preferably to degree level or equivalent experience. Record of meeting stretching financial targets in a fundraising and/or b2b sales environment. Computer literate ~ Word, Excel, Powerpoint, Databases Demonstrable success in building long term, commercially beneficial relationships.	A marketing, events or fundraising qualification or professional training With experience of fundraising practices and procedures. Canva would be an advantage
Experience and Skills	Proven experience in successful community and/or events management. Strong relationship-building and stakeholder management skills.	Experience within hospice, healthcare or charity sector. Knowledge of fundraising

	Experience of developing and managing excellent relationships - to establish both trust both personally and with your organisation. Ability to motivate and inspire internal and external teams and individuals. Track record of achieving income targets and delivering successful campaigns. Strong project management skills with the ability to manage multiple priorities and deadlines. Experience of values-led staff management aligned to strategy, objectives and appraisal frameworks.	regulation and compliance. Experience delivering mass participation or challenge events. Experience of managing volunteers in a values-led environment. Experience of using a fundraising CRM (e.g. Raiser's Edge).
Personal Attributes	A commitment to professional updating and personal development. Self-Starter, able to think strategically Maintain clear professional boundaries and diplomacy. Articulate, driven, inspirational with excellent interpersonal and influencing skills. 'Can Do' mentality, able to work calmly under pressure Ability to work within a team and collaborate on fundraising initiatives. Commitment to the Hospice Vision and Values. Ability to work flexibly, including evenings and weekends (the Hospice operates a Toil policy and system). Full driving licence and access to transport.	

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