



JOB DESCRIPTION

Job Title: Community & Events Officer
Reporting to: Events Fundraising Manager

CONDITIONS OF EMPLOYMENT

Salary: £28,500 per annum
Hours of Work: 35 hours per week
Length of Contract: Permanent
Annual Leave: 27 days per year
Notice Required: Two months

JOB SUMMARY

The Community & Events Officer will be responsible for stewarding fundraisers at Haven House Children's Hospice to hit agreed income targets. The Community & Events Officer will support individuals doing their own challenge events and community fundraising activities and assist the two Managers in the team with planning and delivering key Haven House events.

This role will report to the Events Fundraising Manager and will be responsible for maximising income from community fundraisers through providing an exceptional level of supporter care. The Community & Events Officer will manage stewardship of participants of Haven House events such as Sparkle Walk and the Haven House Bike Ride with the aim of reaching agreed income targets for each event.

We are looking for someone to work on a variety of projects who is able to build strong relationships in our community and to take responsibility for the stewardship of our community and event fundraisers.

Responsibilities

- To act as the first point of contact in the Community & Events Team and provide on-going support to fundraisers and event participants. This includes but is not limited to, responding to enquiries, providing timely support and advice on all aspects of fundraising, event logistics, relevant best practice rules and fulfilling requests for fundraising materials



- To deliver and fine tune stewardship for all event and community fundraisers. Stewardship must maximise fundraising income per head, encourage engagement with Haven House and increase repeat participation. This includes creating welcome packs, personalised email updates and resources, and post event thanking
- To be accountable for raising income targets agreed with the Events Fundraising Manager
- To build and maintain relationships with fundraisers through regular contact via telephone, email, mail and social media
- To act as a representative for Haven House at events in the local community, and events and tours at the hospice
- To contribute to the day-to-day management of the income and expenditure budget to ensure events return a good Return on Investment (ROI)
- To manage relationships and memberships with challenge event suppliers (i.e. Run for Charity, Ultra Challenge, etc.)
- To work at events where necessary (evenings and weekend events are common)

General fundraising

- To adhere to all regulations and best practice stated in the Fundraising Code of Practice
- To report on the Key Performance Indicators relevant to community and events fundraising
- To monitor feedback and respond to complaints as appropriate
- To keep abreast of best practice and current trends within events fundraising and recommend ideas and initiatives for Haven House as appropriate.
- To work closely with the Database Manager to ensure our database (Raiser's Edge) is utilised to maximise supporter experience and retention
- To support with income processing and maintenance of accurate supporter data

General requirements

1. To promote and live the Haven House values of Compassionate, Professional, Respectful and Safe.
2. To work with colleagues across the hospice as part of the Haven House 'One Team' approach.



3. To conduct yourself in line with the Haven House cultures and behaviours at all times, acting as an ambassador for the hospice.
4. To contribute towards a culture of continuous improvement to help drive our service to Outstanding.
5. To offer flexible support for the work of the organisation, with a flexible approach to new duties and responsibilities as needed to support our vision, mission and values.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance process.

Haven House is committed to Equal Opportunities in Employment and therefore it is our aim to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, and nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Haven House is responsible under the existing equality and diversity legislation to ensure equality issues are promoted and you are expected to work with Haven House to fulfil these obligations, policies and codes of good practice.

Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.



PERSON SPECIFICATION

Community and Events Fundraiser

Experience	Essential	Desirable
A proven track record in fundraising for a charity	X	
Experience of managing a range of projects or campaigns at any one time	X	
Good knowledge and experience of managing budgets and delivering financial results against agreed objectives, targets and timescales	X	
Knowledge of Community Fundraising and experience in volunteer led fundraising activity	X	
Knowledge and understanding of the importance of donor care	X	
Experience of devising stewardship plans to maximise income and engagement	X	
Knowledge and understanding of Data Protection legislation	X	
Ability to work under pressure, manage time effectively and work to deadlines	X	
Good planning and organisation skills	X	
Ability to liaise with representatives from any sector, at any level	X	
Excellent interpersonal and telephone skills	X	
Ability to be innovative and creative	X	
Excellent IT and Microsoft Office skills	X	
Good presentation skills both verbal and written	X	
Ability and flexibility to work out of hours and at weekends, where necessary.	X	
A full clean UK driving licence and access to a car		X
Experience of working within a team or group		X
Experience of using Raiser's Edge database		X
Knowledge of the Institute of Fundraising's Codes of Conduct		X
Be a First Aider	X	
An awareness and observation of Fire and Health and Safety Regulations		X