

## JOB DESCRIPTION

<b>Post</b>	Community and Events Officer
<b>Reporting to</b>	Community and Events Manager
<b>Accountable to</b>	Fundraising Development Manager
<b>Contract type</b>	Permanent
<b>Location</b>	Whittington with some flexibility for remote working
<b>Hours</b>	Full time (37.5 hours per week) with flexibility to work evenings and weekends when required
<b>Annual salary</b>	D1 £29,688.36 to D3 £36,305.99

<b>Job purpose</b>
<p>The Community and Events Officer reports into the Community and Events Manager and is responsible for the and operational delivery of this income stream.</p> <p>You'll have experience within events or community fundraising, you'll be proactive and creative in your approach; used to juggling multiple priorities and passionate about delivering the best experience for supporters and donors.</p> <p>You will be a great communicator and organiser and be actively involved in all aspects of event logistical management, including being the lead on the day at events and ensuring the event runs smoothly from start to finish.</p> <p>You will understand the importance of working within your community and will lead the community charge across a defined catchment area. You will have an ability to work effectively under your own initiative as well as collaboratively within a team.</p>

<b>Key tasks and responsibilities</b>
<p>The role entails but is not limited to:</p> <ul style="list-style-type: none"> <li>• Work with the Community and Events Manager and Community and Events Officers and to ensure income and expenditure budgets are mapped per event and at Community level.</li> <li>• Work closely with the Community and Events Manager, to lead operational elements of planning events and community interactions across the portfolio.</li> <li>• Work collaboratively with the wider Community and Events Team.</li> <li>• With support from the Community and Events Manager, work on income stream strategy and operational review, ensuring that we are delivering on agreed objectives and that we are focused on meeting future strategic aims.</li> <li>• Implement and lead on specific workstream plans within community workplace giving, education fundraising, third party fundraising, collections and campaigns in line with our Fundraising Strategy.</li> <li>• Lead on operational planning of events during the course of the year.</li> <li>• Achieve agreed financial and activity targets and performance objectives.</li> <li>• Work to ensure that the relevant data is captured and then used to for impactful decision making which can in turn be reported on.</li> <li>• To build and manage effective relationships with fundraising partners to ensure donor loyalty and commitment in order to increase income and supporter engagement.</li> <li>• For events or community activity that you're responsible for, oversee the management of community and events fundraising volunteers and work in</li> </ul>

partnership with the parameters of St Giles Hospice's volunteer management system.

- Provide the Community and Events Manager with regular updates and written monthly progress reports.
- To contribute pro-actively to enhanced teamwork within your team, supporting events and activities when required.
- Ensure that fundraising activities in your discipline are fully compliant with legal requirements and the Institute of Fundraising's Code of Practice.
- Relationship-manage all regional supporters, friends' groups, schools, organisations and companies, building strong relationships with key contacts and ensuring effective delivery of their fundraising plans.
- Proactively promote St Giles Hospice, its projects and activities to garner new support and grow voluntary income within your region.
- Build and manage a fundraising supporter and volunteer pipeline to achieve income targets.
- Ensure appropriate reward and recognition plans are delivered.
- support the Community and Events Manager in working cross departmentally, specifically with the Marketing and Communications team to actively market events and increase community interaction.

Key relationships:

- Fundraising team
- Community groups
- Volunteers
- Supporters
- Local authorities
- Local businesses
- Local schools

## MAIN CONDITIONS OF SERVICE

### Our vision and values

All staff must commit to our vision and values and exhibit behaviours in line with these. We have adopted five core values that have been developed through engagement with our volunteers, staff, patients and families. These are the values that characterise all that we do and our behaviours with our patients and families, and each other.

Our values:

- We care
- We are trustworthy
- We work together
- We are creative
- We take pride

These values underpin everything we do and we expect all staff at St Giles, in all capacities - employees, bank staff, contractors, agency staff, those who hold honorary contracts, students and volunteers - to share and uphold these values. Each value is supported by behavioural standards and employees will be expected to display these behaviours at all times.

We also expect that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of St Giles Hospice. Individuals must therefore always carry out their duties with due regard to the Hospice's Equality and Diversity Policy.

### **Research and Development**

At St Giles we are committed to continually improving the service that we offer through development and research. To achieve this, we expect all employees to:

- commit to engage in research, audit and service improvement
- approach practice with an evidence base
- maintain professional development and learning in relation to your role

### **Mandatory training**

All staff must complete ongoing mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager.

### **Health and safety**

Staff are required to observe local health and safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

### **Equal opportunities**

Staff are required to comply with the St Giles Hospice approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity or age.

### **Infection prevention and control**

Staff must adhere to current policies and procedures on infection prevention and control to ensure that they are aware of these provisions. It is not intended to be an exhaustive list of responsibilities, but more an outline framework against which staff and managers have flexibility to develop and define the detail of the work undertaken.

### **Information governance**

Staff are required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

### **Patient and family experience**

Staff should ensure that they help to create a positive patient and family experience at all stages of a patient's interaction with the hospice and help to improve the patient experience within the hospice or community environment.

### **Safeguarding children and vulnerable adults**

All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

### Person specification

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements, which the post holder requires to perform the job to a satisfactory level. Without these qualities, the applicant cannot be appointed to the post.

<b>Knowledge and experience</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Experience of managing budgets, income, expenditure and working to financial targets</li> <li>• Proven track record of working to and achieving targets</li> <li>• Demonstrable experience of managing a portfolio of community supporters</li> <li>• Knowledge of fundraising techniques &amp; legislation</li> <li>• Experience of working in a busy community/regional fundraising team</li> <li>• Proven track record of development of income streams</li> <li>• Experience of campaign management</li> <li>• Demonstrable experience of event management preferably within a fundraising environment including the development of events from feasibility to delivery</li> <li>• Experience of dealing with commercial donors</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Experience of using Donorflex or another CRM</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>• Exhibits our hospice values and behaviours</li> </ul>
<b>Skills</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills</li> <li>• A creative thinker</li> <li>• Adept at decision making</li> <li>• The ability to use relevant software</li> <li>• Planning</li> <li>• Working to deadlines</li> <li>• Accuracy</li> <li>• Written/oral presentation Numeracy</li> <li>• Proven track record of working to and achieving targets</li> <li>• Ability to prioritise and work with conflicting deadlines</li> <li>• Effective diary management</li> <li>• Strong planning, organisational and project management skills</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Empathetic</li> <li>• Team player</li> <li>• Able to work under pressure</li> <li>• Collaborative</li> <li>• Ambassador for St Giles Hospice</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Valid driving licence</li> <li>• Eligibility to work in the UK</li> <li>• Please note that St Giles Hospice does not hold a sponsorship licence and is therefore unable to accept sponsorship requests</li> </ul>

<b>Benefits</b>
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### **Pay and conditions**

- Up to 33 days holiday plus bank holidays (Pro-rata for part time employees)
- Eligible clinical staff transferring from the NHS will have their continuous service and annual leave recognised for up to 10 years and can continue their NHS pension contributions
- Group pension scheme, matching contributions of up to 8%
- Life assurance scheme, up to the state pension age
- Enhanced sick pay, rising with service
- Car lease scheme

### **Training and development**

- A dedicated on-site Education team offering training and development opportunities

### **Health and wellbeing**

- The Hub Wellness Support
- Eligibility for flu vaccine
- Employee Assistance Programme
- Access to Mental Health First Aiders
- Cycle to work scheme

### **Family friendly**

- Enhanced Maternity and Paternity benefits
- Shared Parental Leave
- Supportive Time off policy

### **Other benefits**

- Access to blue light and charity worker discounts
- Free on-site parking

### **Working Environment**

Predominately based at the Whittington office with the expectation to attend events and meetings offsite across the geographical area served when required.

**This job description is intended to describe the main features of the role. It is therefore not exhaustive and incumbents may be asked to perform additional duties outside of their job description in the interest of the Hospice.**

### **Data Privacy**

Please note that any personal data submitted to St Giles Hospice as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation, for more information regarding GDPR please see:

<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

### **Equality of opportunity**

Entry into employment with St Giles Hospice and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be

discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

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