

PHYLLIS TUCKWELL

JOB DESCRIPTION

POST:	Community Fundraiser
Responsible to:	Community Fundraising Manager
Accountable to:	Head of Fundraising (Community, Corporate & Events)
Job Purpose:	To develop and grow community fundraising – building relationships with community based groups and individuals to ensure they reach their fundraising potential for PT.

RESPONSIBILITIES

1 PROFESSIONAL

- 1.1 Contribute towards growing and developing Community Fundraising at Phyllis Tuckwell Hospice Care, to help ensure community fundraising targets are met and delivered within budget. Help to coordinate and roll out smaller ongoing community initiatives.
- 1.2 Coordinate and service supporter relationships with individuals and groups across the local community as required by the Community Fundraising Manager, engaging with a wide variety of audiences from schools to churches, golf clubs to community groups.
- 1.3 Provide and prepare resources needed by supporters/groups raising funds for PT. Ensure expectations of the community regarding the level of support and endorsement the charity can provide are realistic and fulfilled.
- 1.4 Work alongside Phyllis Tuckwell Support Group/Friends network. Support wider community fundraising colleagues in ensuring that resources are designed and any support/attendance they require is delivered.
- 1.5 Working closely with the fundraising volunteers and ambassadors, managing requests for support, briefing, thanking and gathering feedback.
- 1.6 Use all available methods of communication as appropriate, including face to face communication wherever possible, to build long term relationships with the community.
- 1.7 Actively seek out opportunities to talk about the work of PT to a variety of audiences and ages from presentations to short thank you speeches.

- 1.8 Build close relationships with the Phyllis Tuckwell Shops across the whole catchment area and work closely with other departments to share knowledge and contacts so cross discipline activities can complement each other.
- 1.9 Support the wider fundraising team to share best practice, contacts and information, providing a seamless handover for supporters. Work as part of the team to assist with incoming phone calls and enquiries.
- 1.10 Working with the Marketing & Communications department and other team members to design and produce community fundraising materials as required, help to draft copy, mailings and source images for use by the team. Ensure consistency of Fundraising Standards and brand messages in all activities.
- 1.11 Recruit new sites and manage locations of Phyllis Tuckwell collection tins.
- 1.12 Identify opportunities and supporters in the community that could also benefit/support wider income streams e.g. Events, Corporate, Appeals.
- 1.13 Promote, support and attend Community Led and PT led events as required. Actively encourage the community to partake and support events organised by PT.
- 1.14 To be a representative for PT out in the community, attending meetings, cheque presentations, forums and other outside events as necessary and ensure your actions and attitudes displayed reflect the professional and high reputations of the charity at all times.
- 1.15 To be responsible for adding community contacts to Raiser's Edge (RE), update supporter and event details on RE database as required and in line with Database Manager's protocol. Ensure contact records on Raisers Edge are kept up to date and notes and records of activities are entered.
- 1.16 Research and monitor the success of community fundraising at other hospice's and across the charity sector. Actively research and suggest potential new community fundraising ideas.
- 1.17 Play an integral part in practically delivering community fundraising campaigns alongside wider Community Fundraising colleagues e.g. Reindeer Runs. Be prepared to be out and about in the community delivering and collecting equipment to supporters and completing applications, licenses and other permissions as needed by the Community Fundraising Manager.
- 1.18 This role involves out of hours working and a willingness to work flexibly is required.

2. **TRAINING AND DEVELOPMENT**

a) **Team**

- 2.1 To share best practice with colleagues, especially in relation to new approaches to work.
- 2.2 To contribute to the effective development of the team, providing personal support where needed.
- 2.3 To contribute to the success of the whole income generation team, supporting other income streams especially in attending and supporting events when required and being an ambassador for PT.
- 2.4 To provide continuity of service in respect of colleagues being on annual leave, sick leave etc.

b) **Personal**

- 2.5 To actively look for new opportunities and areas for self development using the Hospice annual performance review system to ensure skills are kept relevant and up to date.
- 2.6 To develop effective relationships with colleagues, having an awareness of individual personal styles of working.

3. **RESEARCH**

- 3.1 To actively contribute to, and take part in, any quality measuring systems that the Hospice may put in place with regard to the area of your expertise.
- 3.2 To be aware of the need to ensure that all policies and procedures are implemented in line with Fundraising legalities and best practice and kept up to date and relevant.

4. **SAFEGUARDING, EQUALITY, DIVERSITY AND INCLUSION**

Role holders are required to understand their responsibilities in the safeguarding context, ensuring that Phyllis Tuckwell reduces the risk of harm or abuse of adults and children at risk.

You are required to:

- adhere to Phyllis Tuckwell's Safeguarding Policy (held on the NEST), which supports the local authority's multi agency safeguarding policy, the law (Care Act 2014) and Mental Capacity Act 2005 (including Deprivation of Liberty Safeguards).
- inform the appropriate PT professional where there is concern that an adult or child may be at risk of harm, abuse, or neglect.

Phyllis Tuckwell is committed to an Equal Opportunities approach, valuing, and respecting everyone as individuals, with diverse opinions, cultures, lifestyles, and circumstances.

This job description is underpinned by Phyllis Tuckwell's philosophy, culture, and core values, which actively embrace diversity and inclusion and promotes total team spirit.

This job description is current and subject to yearly review in consultation with the jobholder. It is liable to reflect and anticipate necessary changes to support the PT strategy.

PERSON SPECIFICATION

Competency Required	Required/ Desirable	How assessed
<u>Knowledge and Skills</u> <ul style="list-style-type: none"> Community fundraising knowledge, including best practice, with proven track record or relevant transferable professional skills/experience. Member of Institute of Fundraising and completion of the Certificate in Fundraising or equivalent qualification desirable. Knowledge of Phyllis Tuckwell, Hospice Care catchment area. Knowledge of budgets and targets. Confidence in public speaking and presentations. Proven experience of working with/coordinating/managing supporters, customers or volunteers to produce results. Proactive approach and demonstrates initiative. Excellent verbal and written communication skills with a range of audiences. Ability to generate and develop own ideas creatively. Car driver with full valid driving licence and access to a car. 	<p>Required</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Required</p> <p>Required</p> <p>Required</p> <p>Required</p> <p>Required</p> <p>Required</p>	<p>Application, interview, presentation, references</p> <p>Application</p> <p>Application, interview</p> <p>Application, interview</p> <p>Application, interview, presentation</p> <p>Application, interview</p> <p>Application, interview</p> <p>Application, interview, presentation, references.</p> <p>Application, interview, references</p> <p>Application</p>
<u>Team Working</u> <ul style="list-style-type: none"> Develop effective working relationships with supporters and colleagues to create a sense of team spirit. Ability to manage own workload to meet tight team deadlines and requirements. Ability to work flexibly in relation to workload and able to work under pressure and deal with interruptions. 	<p>Required</p> <p>Required</p> <p>Required</p>	<p>Application, interview</p> <p>Application, interview</p> <p>Application, interview</p>

<p><u>Quality of Service/Work</u></p> <ul style="list-style-type: none"> • Ability to consistently produce high quality work, priorities and multi task. • Ability to work outside of office hours as required at evenings and weekends. • Moving and handling of event equipment. • Conscientious and results driven. • Ability to understand and demonstrate an appreciation for the values of Phyllis Tuckwell. • Smart personal appearance 	<p>Required</p> <p>Required</p> <p>Required</p> <p>Required</p> <p>Required</p> <p>Required</p>	<p>Application, interview, references</p> <p>Application, interview</p> <p>Application</p> <p>Application, interview</p> <p>Application, interview</p> <p>Interview</p>
<p><u>Using Information and Systems</u></p> <ul style="list-style-type: none"> • Ability to use Microsoft Office and Excel and Outlook essential. • Previous experience of working with databases (ideally Raisers Edge). Training will be provided. • Ability to use internet and web based mail packages. • Knowledge of social media platforms. • Experience of using online giving websites. • Logical paper and electronic filing skills. 	<p>Required</p> <p>Desirable</p> <p>Required</p> <p>Desirable</p> <p>Desirable</p> <p>Required</p>	<p>Application, interview</p> <p>Application, interview</p> <p>Application, interview</p> <p>Application, interview</p> <p>Application, interview</p> <p>Application, interview</p>