

# Noah's Ark

Children's Hospital Charity  
Elusen Ysbyty Plant



**Job title:** Community Fundraiser (West Wales)

**Reports to:** Community Fundraising Manager

**Location:** Remote (within West Wales Region)

**Contract:** Permanent

**Hours:** 37.5 hours

**Salary:** £28,000

## Introduction

The Noah's Ark Charity supports the Noah's Ark Children's Hospital for Wales in providing world-class care, helping to ensure the best outcome and experience possible for children and their families.

Having raised more than £30 million to build and equip the hospital, today we continue to work hand in hand with the NHS, providing funding for the most up-to-date equipment and facilities. We also fund services like the play specialist team and emotional support for families.

This is an opportunity for a motivated and enthusiastic individual to join a small but determined team. Working closely with the wider charity team, this role offers a real opportunity to see the impact that your work has on the children and families we support and to grow our fundraising reach within your geographical region.

The geographical region will cover anything west of Bridgend and up to Aberystwyth.

## Scope of role

This is a new role within the Noah's Ark Charity, which will grow our regional community fundraising presence and offering. The postholder will know the West Wales area well and will become the expert in fundraising opportunities within the region, building strong relationships within the community, including low-mid level corporates and will develop supporter-led activity. The postholder will plan for and deliver income for the charity within the region, in line with wider fundraising strategy.

## KEY DUTIES AND RESPONSIBILITIES

### 1. Income generation

- To plan for and deliver income to target through key performance indicators as agreed with community fundraising manager.

- To develop new supporter relationships within the community, in a planned way, to achieve income and provide excellent supporter care to ensure the relationship is ongoing, beyond one-off support for the charity.
- To lead on and deliver community fundraising within the region, through relationships with patient families, third party fundraisers, community groups, schools and education establishments and public bodies.
- To develop relationships locally with multi-site corporate partners, helping to strengthen the depth and longevity of the partnerships.
- To build local corporate partnerships to an agreed income level, with the support of the community fundraising manager and head of fundraising and development.
- To lead on key projects to develop income generation.
- To contribute to the strategic development of community fundraising.
- Plan and deliver events in the community where necessary.
- Secure and deliver engaging presentations to groups and organisations.

## 2. Ambassador programme

- To build the family ambassador programme within the region, growing the network of key supporters who will represent and be the face of the charity within their local community.
- Support the community fundraising manager with the development of the ambassador programme including training and thanking opportunities.

## 3. Supporter experience

- To champion consistent and excellent supporter care.
- To record all communications accurately on the database, ensuring information is gathered and recorded in accordance with the requirements of the data protection act, GDPR and the charity's data protection policy.
- To respond to supporter enquiries in a timely manner and deal with complaints, escalating as appropriate.
- To deliver an excellent supporter journey and contribute to the central supporter journey for community fundraising.

## 4. Cross team working

- To work collaboratively with fundraising colleagues across the team to deliver wider fundraising income and charity objectives. For example, gifts in wills, regular giving, event participation, volunteering and communications.

## 5. Budgets

- Work with the community fundraising manager and head of fundraising and development, to build and manage a detailed fundraising budget, including income and expenditure.
- Provide forecasts throughout the year, for agreed streams of income.

## 6. Best practice

- Ensure all fundraising practice is in line with organisational guidelines and policies.
- Encourage and champion compliance and best practice within the fundraising team.
- Ensure own compliance with fundraising standards and requirements, keeping up to date with key policies and regulations, including the fundraising regulator, chartered institute of fundraising and the charity commission.

7. Undertake any other duties which might be required to fulfil the general purpose of the post.

**Person specification: Community fundraiser (West Wales)**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How/when tested</b>
<b>Qualification</b>	Educated to A-level or equivalent experience.	Fundraising management qualification.	Application form and pre-employment checks
<b>Experience</b>	<p>Experience of delivering income and achieving growth.</p> <p>Experience of the recruitment, management and strategic use of volunteers.</p> <p>Experience of forming, growing and maintaining relationships within local communities including individuals, businesses', groups and associations, communicating at different levels.</p> <p>An excellent networker, capable of developing relationships with people from a wide variety of backgrounds.</p> <p>Experience of securing new business.</p> <p>Experience of achieving financial targets.</p>	<p>Experience of working within a fundraising team.</p> <p>Experience of working within the charity sector.</p> <p>Experience in analytics to assess the success of a project or campaign.</p> <p>Experience of completing risk assessments.</p>	Application form, interview and references

	<p>Experience of being a proactive team member and working well across an organisation.</p> <p>Experience in a customer facing role.</p> <p>Experience in public speaking.</p>		
<b>Skills</b>	<p>Excellent interpersonal and communication skills, written, face to face and verbal.</p> <p>Excellent planning skills.</p> <p>Ability to prepare and deliver reports.</p> <p>Ability to use own initiative and to work to deadlines.</p> <p>Target driven and proactive in achieving results.</p> <p>Ability to juggle a range of projects.</p> <p>Strong organisational skills and excellent attention to detail.</p> <p>Ability to manage all aspects of the role including administrative requirements.</p> <p>High level of numeracy.</p> <p>High level of literacy.</p>	<p>A user of social media in a business context.</p> <p>Experience of organising and delivering events.</p>	Application and interview
<b>Special knowledge</b>		<p>Knowledge of UK charity law and Chartered Institute of Fundraising and the Fundraising Regulator guidelines.</p> <p>Ability to speak Welsh</p> <p>Knowledge of donor acknowledgement processes.</p> <p>In depth knowledge of the west Wales region.</p>	Application and interview

<p><b>Personal attributes</b></p>	<p>A 'can do' attitude, willing to work at weekends and in the evenings and work flexibly around the working week.</p> <p>Ability to work independently, as well as collaboratively as part of a small team.</p> <p>A 'people person'. Be able to empathise with people's stated needs and emotional drivers.</p> <p>Energetic, enthusiastic, committed, adaptable and motivated.</p> <p>Positive in outlook: always looking for the best outcomes from dealing with people and situations.</p> <p>Self-aware: know gaps in your own knowledge and skills, and not be afraid to ask for assistance.</p>		<p>Application and interview</p>
<p><b>Other</b></p>	<p>Ability to travel within Wales / Uk geographical area if required.</p> <p>Able to work hours flexibly when required.</p> <p>Be professionally presented.</p> <p>Complete confidentiality and discretion in handling highly sensitive data.</p> <p>Current, full and valid UK driving licence.</p>		<p>Application form and interview</p>

**Date updated : 17/07/2024**

**Prepared by: Lucy Jones, Head of Fundraising and Development**

**Agreed by: Suzanne Mainwaring, Director and Kath Fisher, Community Fundraising Manager**