

JOB DESCRIPTION

Job Title:	Events Fundraiser
Team/Directorate:	Fundraising
Reports to:	Special Events Manager
Direct reports:	N/A
Hours:	37.5
Location:	Shooting Star House - Hampton, Christopher's - Guildford and from home as agreed with line manager, subject to review.

Introduction to Shooting Star Children's Hospices

Shooting Star Children's Hospices

Shooting Star Children's Hospices provides specialist care and support to families who have a baby, child or young person with a life-limiting condition, or who have been bereaved. Rated 'Outstanding' by the Care Quality Commission, we support families across Surrey, north-west London and south-west London from diagnosis to end of life and throughout bereavement with a range of nursing, practical, emotional and medical care.

Our specialist care and support is free of charge to families and available 24 hours a day, 365 days a year. It includes specialist nursing in the community, symptom management and pain relief, overnight respite stays, end-of-life care, specialist bereavement care and a comprehensive range of therapies, groups and clinics for the whole family.

At the heart of what we do are our dedicated staff; their exceptional commitment and professionalism means every family has the opportunity to **make every moment count**.

It costs £10 million a year to run Shooting Star Children's Hospices. Just 30% of our funding comes from the government, so we rely on our supporters' generosity to keep the service running. We employ 175 members of staff, including 98 nursing and medical staff, and support around 700 families.

Introduction to Team Fundraising Team

Shooting Star Children's Hospices Fundraising Team

The Fundraising Team plays a vital role in securing the financial resources needed to sustain our services. They organise various fundraising initiatives, community events, and campaigns to engage donors, raise awareness, and generate funds to support the mission of Shooting Star Children's Hospices. This team builds relationships with donors and sponsors to ensure ongoing support for our programmes.

Main purpose of job

Successful, innovative high-quality fundraising is key to funding the care we provide for children and their families.

This post holder will be responsible for supporting the events team deliver their annual calendar of challenge events and our Choose your own Challenge programme.

This post will be responsible for managing a portfolio of challenge events including bespoke events and Choose your own Challenge programme, the marketing, on the day delivery; first class stewardship and participant support from sign up to event completion and volunteer recruitment and management.

SSCH Work Relationships

The post holder will work closely with and report to the Special Events Manager and will also work closely with the following:

- The wider fundraising team to support each other in promoting challenge events and offering advice and support to our community and corporate partners doing challenge events
- Work with the Volunteer team to recruit volunteers to help support at all our challenge events
- Finance team to make sure that income is accurately recorded to all challenge events
- Database team to make sure accurate records are kept and reporting is in place to accurately represent all activities
- Marketing team to ensure the successful implementation of communications plans to help maximise communications and participant sign ups
- External contacts such as JustGiving, Active Network, along with various third-party event organisers, charity Tour Operators, Suppliers and Agencies.

Decision Making Authority

Work closely with the Special Events Manager to implement all project and marketing plans for challenge events to maximise income and participant levels.

Key Responsibilities

Income Generation

1. Responsibility for maintaining and developing an accurate database of Challenge Event activities to enable the effective reporting, monitoring and analysis of team projects, activity and achievements.
2. Keeping up to date with charity-wide best practice/policies relating to Challenge Events fundraising activities most notably health and safety, social distancing, GDPR and risk assessments

Event and Participant Development

1. Keep up to date with the ever-changing landscape of the future of mass participation events, working to support the Special Events Manager to adapt the challenge events programme appropriately.
2. To support and work with the Special Events Manager to plan and implement strategies to maximise income and increase participant numbers from our challenge events portfolio. This includes the marketing, logistics and supporter experience across the challenge events programme.

3. Carrying out event research, evaluations & development projects as directed by the Special Events Manager. This is to make sure the programme and all events are achieving their potential and those we are focusing on are the most cost effective and financially rewarding events

Supporter Experience

1. Focussing on participant stewardship to give a first class supporter experience with the aim to create a supporter for life and cultivate future support.
2. Continue to monitor and look to improve the existing stewardship programme

Cross Team Working

1. Supporting all team activity as identified by the Special Events Manager including all support for the event beforehand, on the day and post event.
2. Work with the wider Fundraising Team to promote challenge events and recruit participants.
3. Work with the Marketing and Communications Team to devise marketing plans and communication plans to enhance recruitment and increase participant numbers
4. Work with the Database Team to understand our donors and implement findings into the marketing recruitment plans.
5. Work with the Volunteer Team to encourage on-the-day event support, as required.

Other Duties

- The post holder will be working in an ever changing and developing environment and will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.
- The post holder must be able and willing to get to/work in our office in Hampton and the Guildford Hospice as required.
- The post holder should be prepared to attend meetings and events on behalf of SSCH in different parts of the country which will involve weekend and evening work.
- The post holder will be required to apply for a Disclosure and Barring Service check

Please note this is not an exhaustive list of duties.

Mandatory Criteria

1. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate.

2. Health and Safety

The post holder will be responsible for health and safety in the area under their control and ensure that they are familiar with SSCH policy on health and safety at work.

3. Mandatory Training

The post holder will undertake all mandatory training relevant to their role.

4. Our values and behaviors

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children, and young people with life-limiting conditions, and their families. We require that all our staff share our common values and display behaviors that will enable us to achieve our goals.

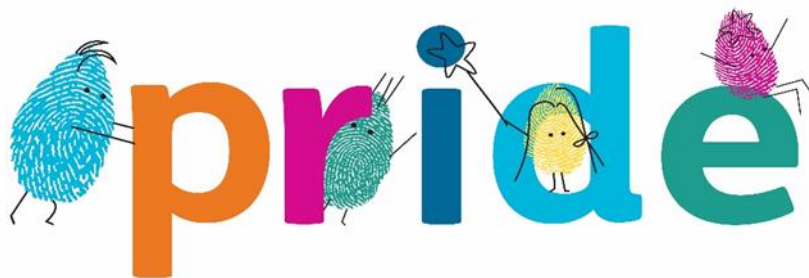
Professionalism – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

Respect – *We will treat each other with the utmost respect.*

Integrity – *We will be open, honest and transparent in all that we do.*

Diversity – *We will respect individuality and ensure inclusion and fairness to all.*

Excellence – *We will strive for excellence in all that we do.*



Shooting Star Children's Hospices is committed to ensuring the welfare and safety of children and young people. All staff members are expected to adhere to our safeguarding policies and procedures. This includes undergoing appropriate training, following reporting protocols for any concerns related to child welfare, and promoting a safe and supportive environment for children and young people. Before commencing employment, successful candidates will be required to provide satisfactory references and undergo an enhanced Disclosure and Barring Service (DBS) check.

Qualifications

- 5 GCSEs grades A-C (or equivalent) including Maths and English (Essential)
- Relevant Fundraising or Event Management Qualification (Desirable)

Experience

- Demonstrable work experience within a challenge events fundraising role or comparable role (Essential)
- The post holder will have experience in planning and organising events (ideally challenge events), customer service and of working as part of a team in an office environment (Essential)
- Excellent record in achieving and exceeding targets (Essential)
- Good understanding of different marketing techniques, including digital and social media (Essential)
- The post holder will also have experience in managing volunteers, working with databases and have an interest in sports activities (Desirable)

Knowledge and Skills

- Good IT skills including Word, Excel, Outlook and database applications (Essential)
- Excellent organisational and administrative skills (Essential)
- Effective communication skills, written and verbal, including on the telephone (Essential)
- Excellent attention to detail; accurate and numerate (Essential)
- Experience in presenting business cases and strategies (Desirable)
- Valid UK Driving License & Car (Essential)

General attributes

- Remain calm and focused under pressure to achieve results in a positive and solution focused manner (Essential)
- Demonstrable excellent team working skills (Essential)
- To have a methodical approach to work with the ability to initiate, implement and complete tasks to a high standard (Essential)

What we offer

Pension scheme

- NHS Pension Scheme (eligible employees)
- Stakeholder pension scheme
- Employee contribution 3.5%
- Shooting Star Children's Hospices contribution 4.5%
- Additional contributions – we will pay 1% above the contribution up to a limit of 7%

Annual leave

- 27 days plus Bank Holidays rising with length of service
- 2 weeks paid sabbatical leave after 5, 10 and 15 years' service

Contractual benefits

- Generous sick pay scheme
- Enhanced maternity, adoption, and paternity leave pay
- Flexible working arrangements
- Death in service benefits
- Reimbursed professional membership fees
- Employee referral scheme
- Blue Light discount card

Health and wellbeing

- Employee Assistance Programme
- Occupational Health
- Eye care
- Cycle to work scheme
- Mental Health First Aiders
- Nutritionally balanced meals at Christopher's (free for employees) and free fruit at our Hampton site

Equality, diversity, and inclusion

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.