

Job title: Fundraising Assistant

Band: 3

Department: Charity

Division: Corporate



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Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East & North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this has been demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at Queen Elizabeth II and Hertford County hospital. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

Job title:	Fundraising Assistant
Band:	3
Department:	Charity
Base:	Mount Vernon Cancer Centre. However, you may be required to work on a permanent or temporary basis elsewhere within East and North Hertfordshire NHS Trust including Lister Hospital.
Responsible to:	Head of Public Fundraising
Responsible for:	Volunteers

Job summary: To support the fundraising team with administrative tasks, donor care, event coordination and to assist with generating income which enables the Charity to provide projects and equipment which are above and beyond the remit of the NHS and enhance patient experience.

Main responsibilities:

PRINCIPAL RESPONSIBILITIES/COMPETENCIES:

1. Provide support to the department on a range of administrative tasks including, dealing with enquiries (postal, telephone, email, face to face), opening and sorting post
2. Work to build excellent relationships with donors in order to provide a high standard of customer care
3. Work with the Head of Public Fundraising to ensure tasks are correctly prioritised and deadlines are met
4. Process one-off and regular donations from both online and offline sources ensuring procedures are followed and information is recorded correctly onto the database
5. Ensure the database is kept accurate and up-to-date by recording changes including mailing preferences, address details and financial information
6. Manage all event bookings for the Hospital charity corner area. Ensuring area is booked via the knowledge centre and that stallholders are sent guidelines and relevant certificates sought from suppliers and provide support on the day
7. Work with office volunteers, arranging their induction/training, assigning tasks and supporting them as needed
8. To undertake specific fundraising projects and attend events as necessary or as required to support the department's fundraising.
9. To manage all collection boxes in the community, ensuring they are logged in and out correctly and recorded on the database. To work with the fundraisers to increase income in this area
10. To assist the fundraisers with administration of staff lottery, gifts in kind, raffle and prize led promotion and fundraising as required

11. Create an equipment inventory, monitor stock levels and liaise with suppliers to order/receive goods necessary for carrying out team fundraising activities (using oracle)
12. To organise internal and external meetings on behalf of the team as required, including co-ordinating dates, booking meeting rooms/venues/facilities, organising refreshments and taking minutes at meetings as required.
13. Thank individual supporters and organisations timely and courteous manner, and record these communications on the database. This includes sending out fundraising packs, event invitations and event confirmations..
14. Write to regular donors who have reached an anniversary or stopped their donations, send birthday and Christmas cards
15. Share the workload of Supporter Engagement Officer at peak times, becoming sufficiently familiar with their particular areas of work in order to provide essential support and cover when required
16. Support all fundraising activity and represent the charity at internal and external events which includes attending third party events, mass participation and charity owned events, promo events, donor cheque presentations
17. Manage 'Gift in Kind' donations and support our 'Gift in Kind' Campaigns which include our Easter and Christmas gift drives for the children's ward

Finance

18. To support the 'public fundraising' team with achieving income targets. To ensure all income and expenditure is promptly and accurately recorded, producing reports on specific activities and income streams as needed

Personnel

19. To recruit and manage volunteers, ensuring they undertake rewarding tasks which are both motivational for the volunteer and cost effective for the Charity

Marketing

20. To generate content for press releases, websites articles, social media posts and other marketing opportunities
21. To support the Communications Manager in producing basic marketing materials in house and to liaise with external printers and designers as needed ensuring we deliver the best value for money for the Charity

Other

22. To comply at all times with the Charity's own policies and procedures as well as the latest Charity law and best practice guidance

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personable responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles Work in partnership with other professional, health and social care organisations, trade union and voluntary sector organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

Requirements	Essential	Desirable
<p>Qualifications / Training</p> <p>Educated to a minimum of A level or equivalent</p>	X	
<p>Previous Experience</p> <ul style="list-style-type: none"> - Demonstrable experience of working within a charity environment or customer facing role - Demonstrable administrative experience - Demonstrable customer services experience - Demonstrable experience of working within a team environment 	<p>X</p> <p>X</p> <p>X</p>	X
<p>Skills</p> <ul style="list-style-type: none"> - Organised and able to successfully deliver a number of projects simultaneously - Strong communication skills, both written and oral, in person, online and by telephone - Strong analytic skills including both words and numbers - Ability to problem solve - Computer literacy including Microsoft Word and Email - Smart appearance - Willingness to learn and progress 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	

<p>Knowledge</p> <ul style="list-style-type: none"> - Using databases/CRM Systems - Event planning/coordination - Knowledge of GDPR policy - Knowledge of supporter development and stewardship plans - Knowledge of excel and office based programmes 	X	X X X X
<p>Other requirements</p> <p>Understanding of, and commitment to, equality, diversity and inclusion</p> <p>Role model our Trust values every day</p>	X X	