



**Southampton
Hospitals
Charity**

Charity Registration Number: 1206909

Recruitment Pack

fundraising assistant



Welcome

from Chief Executive



Thank you for your interest in the role of Fundraising Assistant. This is the first time that Southampton Hospitals Charity has recruited for this position, and it comes at an exciting time in the Charity's existence. I'm delighted that you may be considering making an application.

On the 1st of April 2024 the Charity went through a major organisational change, converting from an unincorporated charitable trust within the governance of University Hospitals Southampton NHS Foundation Trust (UHS) to an independent charitable company. In this new structure, we have moved all our people, assets, and systems outside of the NHS to be better placed to increase our impact and raise income substantially.

We are now looking to the future and the development of a new strategy to set out our vision for how we will grow our reach and impact and continue to deliver improvements to the care our local community receives. We raise funds to support our grant-making programmes which have the primary purpose of improving the care and experience patients receive when using the hospitals and services run by UHS.

We are looking to appoint a fundraising assistant who will be the pinnacle to the fundraising team. Ensuring that the team have support with events and financial processes. This will help maximise the supporter journey providing excellent donor care.

We are looking for someone who is personable and organised and can prioritise to ensure the whole team is supported.

We are on a new and exciting journey and if you think you have the passion, the experience, and the skills to help us on our way, we'd be delighted to hear from you.

Ellis Banfield
Chief Executive Officer

About the Charity

Who we are

Southampton Hospitals Charity works to improve the care and services provided by University Hospital Southampton NHS Foundation Trust. We make grants to support with improving patient care, clinical outcomes, the hospital environment, and pioneering research.

Our incredible supporters enable us to make a difference to thousands of patients every year. Our mission is to raise funds to support world class healthcare at University Hospital Southampton NHS Foundation Trust, and we work to ensure that donations have a real impact for patients, staff, and families.

Our impact

Every year we fund projects that make a difference to patients and families. Over the past 18 months we have supported with a wide range of initiatives, including:

Providing £1.5m towards refurbishing our children's trauma and orthopaedic ward

We recently funded the refurbishment of a ward within the Children's Hospital here at UHS.

The unit is one of only two trauma units in the South of England and treats around 1,200 children every year, from broken bones to providing life-changing surgery, as well as caring for children with cerebral palsy and neuromuscular disorders.

It was originally built in the 1970's, and had not been fully refurbished since then. We provided funding for the dark and outdated ward to be transformed into a modern world-class facility. The unit has been fitted with a new ventilation system, hygienic wall cladding and flooring.

In addition to the new infrastructure the unit, our funding meant the ward now features six en-suite bathrooms, larger patient bays and pull-down carer beds, allowing parents to have a comfortable overnight stay next to their child.

Parents can also now enjoy access to a new parent's room, providing a space for them to relax, connect to other parents and rest, and the ward now benefits from a purpose-built rehabilitation room, a first of its kind for the unit where previous patients had to use a shared space.



Funding our arts in hospital programme

Our arts programme has been designed to help enhance patient care and wellbeing by bringing together a creative mix of live arts programmes and workshops for patients, the refurbishment of spaces within the hospital and on-site art exhibitions to improve the hospital environment, creating less clinical settings, and reduce anxiety.

We have introduced mental health art programmes for patients of all ages right across our hospitals, including our dementia wards and teenage cancer unit. These sessions have including music therapy, as well as creative art sessions using clay, paint, and print mediums.

These art packages are for patients interested in individual art activities, our long-term patients, or those who have been in isolation for a long period of time.

Another part of our art programme in hospital is creating a more pleasant and soothing environment for patients, visitors, and staff. Our goal is to reduce the clinical atmosphere by bringing art into the wards and units, transforming these spaces into a place for comfort and healing.

One recent project has seen the introduction of artworks into the Nuclear Medicine Unit. We have been able to purchase stunning pieces of art which we have combined with new wall vinyls and furniture across the waiting areas, scanner rooms, injection rooms, and blood test stations. By surrounding patients with beautiful and engaging artworks, we aim to alleviate their fears and promote a more positive healing experience.

Having these creative spaces is crucial to enhance patient care through the transformational power of art.



Delivering our carer support service across our hospitals

Southampton Hospitals Charity delivers a Carers Support Service for unpaid carers accessing our hospitals.

As a Charity, we are committed to supporting patients, their families, and their carers, and our carers service is at the forefront of this. We aim to work closely with carers, offering emotional support and being an advocate for their involvement during the stay of their loved ones in the hospital.

We offer practical and emotional support for patients and their carers which includes assessments, signposting, a weekly carers café and meal vouchers for those needing to stay overnight with their cared for person.



Job and role description

Job title: Fundraising Assistant.

Reports to: Individual Giving Manager.

The postholder will be a key member of the fundraising team, supporting the team to deliver a wide range of fundraising activities including events and campaigns as well as helping maximise the supporter journey and providing excellent donor care.

You will be responsible for:

- **Database management:** Responsible for ensuring the charity's CRM database is up to date;
 - Ensuring the correct import of data from 3rd party sources.
 - Supporting the fundraising and finance teams to keep all financial records up to date on the CRM system (Beacon) supplying the relevant data that is needed for reporting and evaluation, ensuring compliance procedures are followed.
- **Management of donation platforms:** Responsible for ensuring that 3rd party donation platforms are kept up to date, on brand and used appropriately and effectively to support fundraising activity.



Main responsibilities

- Importing data in an efficient, timely and accurate manner.
- Construction of automated tasks in the CRM which are assigned to other members of the team to enable stewardship via the correct fundraising team member.
- To assist the fundraising team by providing administrative support for the charities events and campaigns to maximise income.
- To assist with the administration of event participants and ticket buyers, including responding to enquiries in a timely fashion, building relationships by phone and email and encouraging and motivating participants to meet and exceed targets.
- To keep up to date records of all collection boxes and buckets in the community.
- To be the first point of contact for phone face to face plus emails via the fundraising inbox for all fundraising enquiries, respond in a timely manner and recognise the opportunity to build relationships and encourage fundraising support.
- To run and analyse weekly financial reports to ensure donations are recorded correctly and the appropriate thank you has been sent.
- Support regular gift aid claim submissions to HMRC to take place monthly.
- Support the team to provide communications to the correct audiences for marketing activity.
- Assist in processing donations from mailing appeals.
- Work with the fundraising team to ensure data recording is kept up to date in a timely way.
- Assist and support other members of the fundraising team e.g., sending out events/ fundraising packs and ensuring all event participants are thanked within the scheduled time.
- Regularly review and adapt supporter communications, including thank you letters and ensure these are implemented across the organisation for consistency.
- Keep up to date with new developments, legal requirements, codes of conduct and best practice including being GDPR compliant.
- Manage stock of event promotional items and ensure availability of items required at events, distribute and collect items for the team.
- Attend and contribute to team meetings.
- Carry out any other duties as may be reasonably required.

Person specification

Knowledge and experience

- Strong, demonstratable experience in administration
- Excellent verbal and written communication skills
- Experience and good working knowledge of using a CRM system (preferably Beacon)
- Competent in creating and maintaining spreadsheets
- Good attention to detail and accurate record keeping
- Experience of working in a customer service environment.
- Basic knowledge of Gift Aid regulations.
- Understanding of GDPR.

Skills, abilities, and behaviours

- IT skills across a range of systems including MS office and SharePoint.
- Excellent interpersonal skills including the ability to deal with people at all levels, on telephone and by letter/email.
- Ability to problem solve and think laterally to achieve a goal.
- Commitment to team-working but also the ability to work alone.
- Committed to quality.
- Motivated, positive and proactive.
- Ability to prioritise and organise work.
- Demonstratable initiative and determination.
- A flexible attitude and willingness to develop in the role.
- Full UK driving license and car preferred.

Terms of appointment and how to apply

Reports to: Individual Giving Manager.

Salary: £25,000 pro-rata.

Hours: 37.5 hours per week.

Contract: Permanent.

Pattern of work: We offer hybrid working to provide flexibility for our staff. As part of this approach, the required time working in the office for this role will be dependent on contractual hours. For this role 2 to 3 days would be required in the office.

Place of work: Southampton General Hospital, Tremona Road, Southampton SO16 6YD.

Benefits of working here:

- Between 5% and 10% matched pension contribution.
- 28 days paid annual leave (plus bank holidays), pro-rata according to contracted hours.
- Generous enhanced maternity, paternity, and adoption leave schemes, alongside statutory entitlements.
- Access to Occupational Health support.
- Employee benefits package via Vivup.

How to apply:

For an informal discussion about the role please contact Sally Hillyear, Director of Fundraising and Marketing - sally.hillyear@southamptonhospitalscharity.org

To apply, please send the following to Alex West, Business Manager - recruitment@southamptonhospitalscharity.org

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

Interview date: As applications received.

Interviews will be held on a rolling basis during the advertised period and Southampton Hospitals Charity reserve the right to close the vacancy early and make an appointment at any stage of the application process.

Closing date: 9.00am, Monday 11th November.





University Hospital Southampton

At Southampton Hospitals Charity, we bring people together to raise life-changing funds for University Hospital Southampton.

From specialist services to pioneering research, our incredible supporters enhance care, experience and outcomes for thousands of patients each year. For more information or to make a donation, contact us on:



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Southampton Hospitals Charity

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Southampton Hospitals Charity UK



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