

Job Description

Job Title	Fundraising Co-ordinator
Department	Fundraising
Hours	37.5 hours per week (with flexibility required on occasion to support events and activities outside regular working hours)
Responsible to	Events & Community Lead

About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well. Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ✦ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ✦ Take pride in being a great place to work and thrive
- ✦ Deliver bespoke specialist care that supports dignity and choice
- ✦ Use our expertise to educate and influence the delivery of excellence in end-of-life care

Our Team

Our fundraising team is at the heart of the hospice and are passionate about raising income to support our patients and their families. They organise a wide range of events & activities, develop mailing campaigns, run the hospice lottery, market gifts in wills, apply for trust income and look after all supporter relationships. The team is made up of 11 skilled, committed and creative individuals who are responsible for generating £3.3 million each year.



Main Purpose & Scope

To provide administrative and event support for the fundraising team, primarily within the events & community area.

Working across a broad range of responsibilities to enable income targets to be realised, introducing you to professional fundraising within a charity.

Key Accountabilities and areas of responsibility

- To triage and respond to incoming enquiries, material requests and bookings via phone & email, efficiently and accurately.
- To ensure the management of accurate supporter records/bookings for key community events using third party external sites such as Enthuse
- Engage with fundraising supporters and potential supporters to deliver exceptional stewardship.
- To assist in the correspondence with and development of fundraisers and donors, to ensure they have the support and fundraising materials they need to reach their fundraising goals and have an exceptional supporter experience.
- Create and amend supporter records on the database in an accurate manner and within agreed standards ensuring data is always managed securely and effectively.
- Update the community pipeline with activity and income details to provide data on fundraising activity.
- To manage the inventory of general fundraising supplies, managing requirements, monitoring stock levels and placing reorders.
- To organise and supervise fundraising volunteers to ensure their support is fully utilised for maximum benefit.

The successful candidate will be required to work outside regular working hours on occasion to support Prospect Hospice events and activities.

Key Contacts

- Directors/Heads of corporate functions and senior managers across the organisation
- Stakeholders/Partners
- Suppliers/agencies and other bodies, commercial and non-commercial, relevant to the role and purpose of the post
- Supporters



Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end-of-life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

Safeguarding

It is the responsibility of the post holder to ensure they have up-to-date knowledge of and follow the legislation and guidance relating to Safeguarding Adults and Children as stated in the Prospect Hospice's Safeguarding operational Policies. All staff should be aware of their safeguarding responsibilities as employees of Prospect Hospice and will be expected to attend mandatory safeguarding training as required to inform safe working practice.

Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.



Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	A minimum of GCSE grade C in Maths and English Language.	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Track record of success in an administration role, either in a fundraising, events/marketing or customer services environment	E
	Experienced in being discreet and handling personal information. E.g. GDPR	E
	Experience of using databases or supporter/donor software packages	D
	Previous experience of working in the charity sector	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	A real people person with excellent communication skills and the ability to engage with supporters and staff in order to provide exceptional customer service.	E
	Strong organisational skills and 'can do' attitude with the ability to juggle and prioritise multiple tasks and manage workload under pressure and amid deadlines	E
	Highly literate and numerate with an excellent eye for detail. Excellent digital skills including MSOffice (Excel and Word)	E
	Proactivity and focus, with the ability to work autonomously and as part of a team. Ability to deliver to targets/deadline with minimal direction, enabling the whole team to deliver our goals	E
	Able to demonstrate ability to establish, build and maintain great relationships with colleagues, supporters, third parties. Ability to enhance the credibility of the fundraising team and the hospice both internally and externally	E
	Strong numeric and analytical skills including the ability to understand information presented in databases	E
	To be able to demonstrate being flexible and adaptable, comfortable with change	E
	Basic understanding of Raisers Edge or similar supporter and donor software would be an advantage	D
	Business-like approach with considerable empathy with Prospect's values and goals	E

Here we...



Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Commitment to and ability to demonstrate Prospect Hospice values and behaviours.	E
	Have a track record of working inclusively and have a genuine appreciation of the value of diversity.	E
	Able to maintain the highest professional standards and act as a true ambassador for the Hospice and encourage others to do the same.	E
	To be authentic, open honest and transparent.	E

Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description does not form part of your Contract of Employment

