

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1 Job Details

Job Title	Fundraising Coordinator
Pay Band	4
Directorate	Chief Executive's Directorate
Department	Newcastle Hospitals Charity
Hospital Site	Trust-wide

Essential Requirements

- NVQ Level 4 Business Administration or equivalent qualification and/or equivalent experience
- Knowledge of charities and fundraising procedures (in accordance with Institute of Fundraisers & Charity Commission procedures/guidelines) and fundraising best practice
- Previous experience of working for charitable organisations or volunteering for a charity.
- Excellent communication and organisational skills including record keeping.
- Diplomacy, negotiating skills/abilities, well developed social skills.
- Friendly and approachable personality and able to motivate others
- Well-developed IT skills/proficient in the use of the use of Microsoft Office and Outlook.
- Presentation Skills
- Able to work without direct supervision
- Capable of working under pressure and meeting deadlines.
- Able to work some unsociable hours as and when the role requires
- Motivated and flexible
- Empathetic and reassuring
- Excellent prioritisation skills in relation to your own workload

Desirable Requirements

- Experience of working in community and corporate fundraising
- Experience of Online/Payroll Giving and Gift Aid regulations and current fundraising techniques.
- Experienced in use of CRM systems.
- Experience of carrying out research to highlight development opportunities for a charity or business
- Knowledge of NHS charities.
- Report writing for publication.
- Experience of managing events.
- IoF Certificate.
- Hold a valid driving licence.

2 Job Purpose

- Work as part of the Charity team, play a key role in delivering the ambitious Charity strategy, and be a key link between the hospital charity, NHS staff member, the local community and the local business community.
- Promote and encourage support for the NHS internally, in the local community and the local business community, providing energy and enthusiasm to inspire others.
- Steward existing corporate relationships and generate new ones, building excellent relationships with corporate supporters.
- Represent the Charity and the Trust in internal and public face forums and events and deliver confident speeches and presentations.
- Generate fundraising ideas and ensure events are in place that will generate funds to agreed targets. Contribute to the annual budgets, targets and plans agreed by the Fundraising Manager
- Facilitating fundraising activities by providing support/advice to members of staff/general public ensuring procedures are observed.
- Ensuring local authority regulations and by-laws are observed in relation to any fundraising undertaken on behalf of the NHS.
- Working closely with NHS staff to raise the profile of the Charity with a view to maximising fundraising/income opportunities and ensure procedures are observed.
- Handling public enquiries and fundraising requests to support and guide fundraisers in line with protocols/procedures adopted by the Charity.
- Assisting with the day to day activities of charitable funds including the attendance at meetings, where required and representing the Charity at networking meetings to raise the profile of the Charity.
- Provision of reports/presentations and supplementary information to the NHS Charity Trustees and key stakeholders.
- Support and deliver an annual programme of fundraising for Newcastle Hospitals Charity, including but not limited to corporate partnerships; community fundraising; events; trusts; legacy giving and individual giving.
- Identify and develop opportunities for fundraising growth and income generation.
- Working closely with the Charity Finance team in providing data/information linked to events agreed by the Charity.
- Working closely with the Charitable Communications team in helping to publicise and promote charitable giving.
- Suggest and assist in the development of promotional materials.
- Undertake other administrative, clerical and secretarial duties as required including responding to enquiries, processing paperwork associated with fundraising enquiries, photocopying/scanning and filing
- Recruit, supervise and support the volunteers, ensuring that their activities comply with best fundraising practice and legal frameworks.
- Develop and train key volunteers capable of taking a more active role in assisting in event management or other fundraising or administrative activities.
- Work as part of a small directorate with a Trust-wide and public facing role, successfully deliver on a significant volume of work to a consistently high standard within frequently tight deadlines.
- Support marketing and promotional activities.

4 Organisational Arrangements

Professionally Accountable to: Fundraising Manager

Reports to: Fundraising Manager

Staff for whom Responsible: NHS staff and volunteers involved in fundraising activities.

5 Knowledge Training and Experience

- See essential requirements

6 Skills

Communication and Relationships

- Working across the Trust to develop effective working relationships internally with:
 - Finance Director, Deputy Finance Director and all other finance staff
 - Clinical Directors, Directorate Managers & other Clinicians and Departmental Managers
 - Senior and ward Managers
 - Other staff
- Externally with:
 - Charity commissioners
 - Senior Staff at other NHS Organisations and the NHS Executive
 - Senior Staff at the University of Newcastle upon Tyne
 - Press
 - General public
 - Commercial organisations
 - Charitable organisations
 - Legal Advisors
 - Fundraisers/donors/corporate sponsors
 - Patients, families, carers, ensuring relationships are built and maintained with the highest level of professionalism and confidentiality.
 - Volunteers
- Comfortably manage highly emotive situations/experiences

Analytical and Judgemental

- The post holder will analyse, interpret and compare of a range of options including:
 - Analysis of complex information from a wide variety of sources.
 - Interpreting new policy and direction trends.
 - Analytical skills on a range of facts e.g. management and communication of project data; financial reports and fundraising database.
 - Review fundraising projects and identify potential conflicts with NHS strategy; Local Authority and Gambling Act regulations and issues relating to health and safety of participating individuals.
 - Knowledge of fundraising best practice, regulation and procedures will be needed to base decisions upon.

Planning and Organisational

- Deliver a range of programmes and plans to deliver successful fundraising.
- Plan, implement and evaluate the delivery of efficient and professional fundraising programmes for the Charity.
- Monitor budgets and the reporting of income, to meet the timetables of various Committees and deadlines.
- Adapt to unplanned events or unforeseen changes and recommend / implement action as required and appropriate.
- Ensure that the Charity's 'Donor Charter' is understood and upheld by all Trust and Charity staff and volunteers.
- Will be required to organise/plan own day-to-day activities to ensure that weekly, monthly, quarterly and annual financial targets are met.
- Work alongside the Communications team with the planning of specific developments to meet the Charities strategic objectives.

Physical Dexterity

- Advanced keyboard skills to ensure speed and accuracy

7 Key Result Areas

Patient / Client Care

- Liaise with patients, carers, staff, visitors and supporters face to face and on the telephone.
- Provide non-clinical information about the Charity and the Trust as requested.

Policy and Service Development

- Expected to continually review working practices and procedures in order to propose changes to standard procedures in own area whilst remaining within statutory guidelines and legislation.
- Implements policy/procedural changes within own work area.
- Ensure confidentiality in accordance with Trust policy and GDPR.

Financial and Physical Resources

- Working as part of the Charity team to ensure that financial information in relation to charitable giving is recorded promptly and accurately.
- Working as part of the Charity team to ensure that an up-to-date and accurate record is maintained for all cash collection buckets/tins and that they are collected/emptied on an agreed timescale and in accordance with laid down procedures.
- Ensure that all policies in relation to the receipt of donations/fundraising income and sponsorship are applied.
- Monitor fundraising projections and Key Performance Indicators (KPIs) for the Charity, regularly reporting to Committees and other forums as required.
- Exercise personal duty of care when using expensive equipment e.g. computers/printers/photographic equipment.
- Stock control of charitable materials as appropriate.

Human Resources

Management

- Pursue personal and professional development.
- Responsible for the maintenance and accuracy of donor, fundraising, sponsorship information.
- Manage and develop key partnerships for the Charity.

Education:

- Training and supervision of volunteers in line with Trust policy

Information Resources

- Use IT systems to generate reports and or transfer of information
- Maintain and improve the Trust wide database of potential donors and fundraisers including Charitable Trusts or other Grant Giving Bodies.
- Assist in the production of a Trust Wide Charity newsletter Use a range of information systems to monitor and report on Charity progress against key performance indicators.

Research and Development

- Undertake surveys or audit when requested.
- Research, monitor and develop opportunities for the charity.
- Research and monitor other charity competitors to inform fundraising.

8 Freedom to Act

- Working within clearly defined policies.
- Able to act on knowledge and initiative and prioritise and manage work plan to achieve agreed performance objectives.
- Work is managed rather than supervised

9 Effort & Environment

Physical

- Combination of sitting, standing, bending and stretching required.
- Requirement for sitting in restricted positions for long periods at VDU.
- Filing of documents and reports.
- Occasional requirements for moderate physical effort, particularly at events including standing and lifting materials and equipment.

Mental

- Occasional requirement for prolonged concentration required to plan and deliver to a high professional standard.
- Range of regular deadlines to be met, some with short notice and requiring immediate action.
- Mature and diplomatic approach to relationship management with patients/carers/public.

Emotional

- Occasional exposure to challenging and potentially distressing and emotional

circumstances e.g. meetings with NHS staff/patients/families/carers where sensitive issues are discussed and potentially diverse views expressed.

Working Conditions

- Exposed to a VDU for long periods during each working day.
- Hours of work flexible to meet the needs of the Charity.

Signed:
(Post holder)

Date:

Signed:
(Directorate Manager or equivalent)

Date:




The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Fundraising Coordinator

BAND: 4

DIRECTORATE: Chief Executive's Directorate

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
Qualifications & Education	<ul style="list-style-type: none"> NVQ Level 4 Business Administration or equivalent qualification and/or equivalent experience 	<ul style="list-style-type: none"> Hold a valid driving licence. IoF Certificate. 	
Knowledge & Experience	<ul style="list-style-type: none"> Knowledge of charities and fundraising procedures (in accordance with Institute of Fundraisers & Charity Commission procedures/guidelines) and fundraising best practice Previous experience of working for charitable organisations or volunteering for a charity. 	<ul style="list-style-type: none"> Experience of working in community and corporate fundraising Experience of Online/Payroll Giving and Gift Aid regulations and current fundraising techniques. Experienced in use of CRM systems. Knowledge of NHS charities. Report writing for publication. Experience of managing events. Experience of carrying out research to highlight development opportunities for a charity or business 	
Skills & Abilities	<ul style="list-style-type: none"> Excellent prioritisation skills in relation to your own workload Excellent communication and organisational skills including record keeping. Diplomacy, negotiating skills/abilities, well developed social skills. Well-developed IT skills/proficient in the use of the use of Microsoft Office and Outlook. Presentation Skills Able to work without direct supervision Able to work some unsociable hours as and when the role requires Capable of working under pressure and meeting deadlines. 		
Values / Behavioural / Attitudes	<ul style="list-style-type: none"> Motivated and flexible Empathetic and reassuring Friendly and approachable personality and able to motivate others 		
Core Behaviours	<ul style="list-style-type: none"> Alignment to Trust Values and Core Behaviours Take personal responsibility to: <ul style="list-style-type: none"> engage with the Trust's Climate Emergency Strategy and Sustainable Healthcare in Newcastle (SHINE) initiatives; assist in embedding our sustainability values into everyday practice; and help ensure such practice is applied consistently by you and your colleagues 		

CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: