

Relationship Fundraiser



Rennie Grove Peace

Department: Fundraising

Location: Rennie House, Tring

Salary: £25,000-£28,000 FTE

Hours: 30 -37.5 Hours a week

Reporting to: Events Manager

About us

Rennie Grove Peace Hospice Care started formally operating in July 2023, through the merger of two successful organisations, Rennie Grove Hospice Care and Peace Hospice Care. We offer exceptional, specialised and highly valued care, serving our local community of people affected by life-limiting illness or bereavement, across Herts and Bucks.

Our merger is bringing together the best of both organisations so that we can:

- **Serve** – our communities with a wider range of services.
- **Reach** – more local people.
- **Strengthen** – our ability to secure more resources.

To enable every local person to receive the care they need, when they need it, wherever they need it.

About the role



This role will be part of the event and community fundraising team focussing on building relationships with our supporters, helping to deliver a varied portfolio of events and activities, helping to develop our presence and support within the communities we serve to raise income. The role will provide support across the community and events team, with a specific focus on event and activity promotion and delivery, and stewardship of participants.

This role will provide varied opportunities to learn and develop within these particular areas of fundraising and would be perfect for anyone who is new to the fundraising sector or who has a passion for building relationships and delivering excellent supporter care.



Main duties and responsibilities



- Supporting the Events Manager with research, admin, logistics and delivery of events.
- Implementing and delivering stewardship and fundraising support to event participants to ensure that they feel enthused, thanked, supported and motivated to fundraise. This will involve making phone calls, recording short videos, writing personalised communications and engaging with supporters face to face.
- Working alongside our Supporter Care Team to ensure that event administration is on track and the Events Manager is informed of key milestones and activity.
- To assist with the promotion of events and community activities, such as displaying posters in the community, assisting with basic design of materials on Canva and researching and posting information on social channels.
- Engaging with supporters in the community including individuals, groups and schools to support them with their fundraising and to encourage their participation and support with our events/activities.
- Support with the delivery of community events and activities.
- Contribute to the engagement and activity plans to drive event and community fundraising.
- Maintain accurate database records in line with Rennie Grove Peace procedures.
- Provide support across the community and events team when required.
- Work collaboratively with the wider fundraising team as required.
- Contribute to generating new ideas for income generation and supporter engagement.
- Acting as a Rennie Grove Peace ambassador within the community.

Professional/Personal

- Understand and comply with all Rennie Grove Peace policies and procedures.
- Maintain required organisational standards for all mandatory training.
- Keep up to date with current legislation and any further professional training, relevant to role.
- Demonstrate ongoing personal and professional development in accordance with annual Individual Progress Review (IPR) system.
- Ensure that information (in any form) relating to patients, staff, volunteers, customers and supporters is protected and treated confidentially at all times and complies with current data protection laws.
- If handling patient data you should be aware of the Caldicott principles: You should be able to justify the purpose(s) of every proposed use or transfer. Don't use it unless it is absolutely necessary, and use the minimum necessary.
- Attend relevant meetings as appropriate.

Health and safety

- Understand fire regulations and the action to be taken in the event of a fire.
- Report any accidents/incidents at work and record adverse incidents as appropriate.
- Follow all infection control policies and guidelines, ensuring staff appreciate preventing healthcare acquired infections and infection control is the responsibility of all.
- Adhere to the safeguarding of vulnerable adults and children's policies and procedures.



What you'll bring



Essential

- Understanding of the principles of building relationships, stewardship of supporters or customer care.
- Confidence and willingness to make phone calls to supporters, delivering these in a positive and friendly manners.
- Drive, self-motivation and ability to use your own initiative.
- Ability to manage a variety of tasks at the same time, strong organisational skills.
- Ability to work collaboratively in a team with a positive mindset.
- Willing to adopt a flexible approach, working across sites and within the community.
- Ability to prioritise and deliver to deadlines.
- Ability to communicate effectively both verbally and in written form.
- A good understanding of technology with a working knowledge of Microsoft office packages ie Word, Excel and Outlook.
- Sensitivity and understanding to the needs of the volunteers and customers, many of whom may have experienced Rennie Grove Peace services or be bereaved themselves.
- Be a perfect match with our values.
- Have a driving licence and regular access to a car.
- The ability to work outside of standard working hours, as and when events occur e.g. on an evening or at a weekend.

Desirable

- Demonstrable experience of working in a customer care/service delivery setting or fundraising role
- Understanding of, or transferable skills in building relationships.
- Understanding of, or transferable skills in helping to organise events.
- Understanding or experience of working with basic design packages such as Canva.
- Experience or understanding of using a CRM/fundraising database.
- Good presentation skills.
- Ability and confidence to analyse information, draw conclusions and make independent decisions.
- Knowledge of Microsoft 365 and Sharepoint.

This role will suit someone who:

- Is keen to join the fundraising sector or move into a new role – you are looking for a great entry level role that gives you a broad range of experience, particularly within event and community fundraising.
- Has excellent interpersonal skills – you will be enthusiastic, confident, friendly and you'll not be afraid of picking up the phone!
- You will be passionate, proactive and personable – you are excited by the prospect of engaging with our incredible supporters.
- You're able to engage with people from all walks of life – you can quickly build and maintain trusting, empathetic and caring relationships with supporters, volunteers, colleagues and suppliers.



- Can work autonomously and as part of a team – you’re a great and supportive team player.
- Works well under pressure, meeting tight deadlines in a fast-paced environment whilst managing different priorities.
- Works hard with the energy and enthusiasm to achieve ambitious targets, bouncing back from setbacks and working smartly.
- Is flexible and enjoys variety around where and what they work on and can react to changes at short notice in a positive way.
- Takes a collaborative approach, working with the wider team to support them to be successful.

A bit more about the role



Hours and location

- You’ll work 30-37.5 hours a week.
- You’ll be based at Rennie House, Tring.
- Travel between all Rennie Grove Peace offices will be required as part of this role.
- There are currently opportunities for a flexible approach to office and home working to be agreed with your line manager.

Reporting lines

- You’ll report to the Events Manager.

A few other important requirements of the role

- Manual handling and/or heavy lifting: Yes
- Full, current valid UK driving Licence: Yes
- Access to a vehicle which can be used for work purposes: Yes
- Car insurance, including business cover: Yes
- Disclosure and Barring Service Check: Basic check

Other information

- This job description will be reviewed as part of your annual appraisal (IPR) and is not intended to be a complete list of responsibilities. To meet the ever-changing needs of the service you may be required to perform other duties within your capacity, appropriate with your grade, competence, professional qualifications, and general level of responsibility within the organisation.
- Further information on employee benefits can be found [here](#).
- Rennie Grove Peace commits to:
Encouraging equality, diversity, and inclusion (EDI) in the workplace.
Creating an environment in which individual differences and the contributions of our staff, potential staff and volunteers are recognised and valued and people are treated with dignity and respect.
Applying the EDI Policy across all areas of recruitment, training, promotion, transfers, terms and conditions of employment, grievance and disciplinary procedures and decisions.
Employing the best qualified staff based on aptitude and ability regardless of their background, providing equal opportunity for the advancement of all, including promotion and training.



- Rennie Grove Peace believes in providing appropriate training and development for all employees and you're encouraged to attend appropriate courses (internal and external).
- Rennie Grove Peace provides a high-quality service thanks to the enthusiasm and commitment of both staff and volunteers. We expect all staff to work positively alongside our volunteers and demonstrate our values (currently in development).
- You will carry out your duties according to our Rennie Grove Peace philosophy, always acting in such a manner to justify public trust and confidence and to safeguard the interests and confidentiality of individual patients and their families.
- You should always be aware of the confidential nature of our work of Rennie Grove Peace.
- Rennie Grove Peace is a smoke-free organisation.

