

Hello, and thank you for your interest in this exciting new role.

Here's some information to help you get a feel for what it's like to work with us and our ambition for the future.

### About Day One Trauma Support



Day One is the only national charity dedicated to supporting anyone affected by any type of catastrophic injury. We provide practical, emotional and financial support to adults and children as well as their families and loved ones.

**Our mission is to help anyone affected by catastrophic injuries to piece their life back together – from day one and for as long as it takes.**

Our caseworkers work alongside NHS clinical colleagues in Major Trauma Centres (currently primarily in the North of England), delivering face to face support in the aftermath of a major physical trauma. Our ambition is to have a presence in every Major Trauma Centre in the UK. We also provide remote support across the UK, through our national support line and website.

With caseworkers in seven major trauma centres, a growing base of supporters and a passionate team of staff and volunteers, we are making a real difference to people at a time when they are extremely vulnerable and need rapid access to a range of practical, emotional and financial support, and our services are in high demand.

You can learn more about Day One Trauma Support [here](#)

### Our Values

**Caring:** It's in our DNA – it's what we do. We always treat people with respect, taking time to listen carefully and understand, responding to individual circumstances.

**Ambitious:** We'll do whatever it takes to achieve our vision. It's not enough that people are surviving. We're determined that everyone has the help they need to rebuild their lives, and we will not stop until they do.

**Open:** We're transparent and accountable. We're happy to share information and provide a rationale for our actions. We seek feedback, especially from those with lived experience, to continuously improve and be a positive force in the world.

**Inclusive:** We're a community in this together. We value diversity, including diversity of thought, ideas and experiences.

**Authentic:** People with first-hand experience of lifechanging injuries are at the heart of everything we do. We listen and communicate honestly and constructively. We're mindful of our impact on others and are always true to ourselves.

**It's such an exciting time to join an ambitious rapidly growing national charity!**

### What we'll need from you

This job within the public fundraising team is diverse, encompassing community, individual giving, corporate

# RECRUITMENT PACK

## Relationship Fundraiser

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fundraising and events. Our USP is providing exceptional personalised stewardship to every supporter. We are all about building and maintaining brilliant relationships with supporters – be they individuals, corporates or groups. You need to absolutely love meeting and talking to people, be genuinely interested in them, why they want to support and how they might like to get involved. You will be one of the public faces of Day One, attending regular events and networking opportunities.

Day One Trauma Support is now providing face to face services in Leeds, Liverpool, Sheffield, Middlesbrough, Newcastle and Manchester. Our preference is for this role to be based in the north-west to build and develop our supporter networks around Aintree Major Trauma Centre and the Greater Manchester Major Trauma Hospital (Salford), but if you're amazing and live in the north or north-east, then we'd still love to hear from you.

### Who you'll be working with

You'll work as a key member of our friendly, experienced and enthusiastic Communications and Fundraising team. We're a small, dedicated team with big ambitions, and we prioritise time to work collaboratively and support each other. You'll be line-managed by me (Fundraising Manager) and work alongside our Senior Fundraiser Hayley and our Fundraising Assistant Zoe. You'll be supported by our Fundraising and Communications Director, our Senior Leadership Team and Board of Trustees.

We want Day One to be the charity that fundraisers want to work for: with creativity and autonomy in your role and the positive impact we can have on the lives of major trauma patients and their families. If you are self-motivated and want to be part of a compassionate and high performing fundraising team, we'd love to receive an application from you. If you'd like a chat before applying, drop me a line to arrange a time at [kirsty.christmas@dayonetrauma.org](mailto:kirsty.christmas@dayonetrauma.org)

Best wishes and thanks



Kirsty Christmas  
Fundraising Manager  
[kirsty.christmas@dayonetrauma.org](mailto:kirsty.christmas@dayonetrauma.org)

### How to apply

Please upload your CV, and a supporting statement (no more than 400 words) demonstrating how you meet the criteria and outlining why you're interested in the role via Charity Jobs. We don't need anything else from you at this stage.

**Closing date:** Monday 25 November 2024

**Interview date:** tbc - w/c 2 December 2024

## Job description

Overview	
<b>Job title</b>	Relationship Fundraiser
<b>Reports to</b>	Fundraising Manager
<b>Hours</b>	37.5 hours Some evening and weekend work will be required. However, we offer flexible working and time off in lieu is offered in accordance with the policies and procedures around working additional hours.
<b>Contract</b>	Permanent, subject to a six-month probationary period
<b>Salary</b>	£28,000-£35,000 per annum
<b>Location</b>	Hybrid with travel to Leeds for internal meetings. The post-holder will work across hospital settings and would ideally live in the north-west with regular travel to Liverpool and Manchester but if you're amazing and live in the north or north-east, then we'd still love to hear from you. (All travel costs reimbursed)
<b>Benefits</b>	25 days per year, plus your birthday and Bank Holidays; Auto-enrolment into pension scheme; 5% employer contribution, 3% employee contribution; Flu and eyecare vouchers; Employee Assistance Programme; Training and progression opportunities.
Purpose of the Role	
<p>To develop fundraising income through nurturing relationships with individuals, companies and groups. As a staff ambassador for Day One, championing our values and behaviours and being committed to the difference that Day One makes is essential.</p> <p>The role sits within our Fundraising and Communications Department and will play a big role in delivering our Fundraising Strategy and supporting campaign activities.</p> <p>This challenging new role requires a positive, proactive and resilient self-starter with the ability to drive innovation, change and growth.</p> <p>You will be able to demonstrate a proven track record of providing outstanding stewardship to every supporter, and building long-term, productive relationships focusing on an increase in supporter numbers and income to reach or exceed budget.</p>	
Key Responsibilities	
<p>The post holder's primary duties and responsibilities are as follows:</p> <ol style="list-style-type: none"> <li>1. Create and manage new networks of potential supporters.</li> </ol>	

2. Develop and manage relationships with new and existing companies and individuals.
3. Deliver exceptional donor care and stewardship.
4. Identify opportunities with new audiences including individuals, community groups, faith groups, regional corporates, local trusts, volunteers, local events etc.
5. Develop supportive relationships internally and with NHS healthcare staff across the network.
6. Create and publish engaging content for Day One's social media channels with training and support where needed.
7. Work with the Fundraising and Communications team to inspire supporters through regular communications.
8. Proactively support the Fundraising Manager with the development of the Fundraising Strategy and action plans.
9. Work with the Fundraising Manager to achieve financial targets and budgets through income activities.
10. Support the development, management and promotion of our calendar of events.

### Other

#### **Development of this role**

The job description is subject to future review. The post holder is expected to contribute towards determining the future content of this role in the best interests of the charity as it develops and grows. We will provide training and continual development opportunities.

#### **Equality, Diversity & Inclusion**

Day One Trauma Support is proud to commit to creating and celebrating a diverse and inclusive team to deliver the best quality service that we can. The people we support are unique, and we want you to be too. We are a welcoming and inclusive employer providing a family friendly and flexible environment. We are supportive of everyone regardless of their background. We'd like you to be able to bring your authentic self to work. We really value that. Be you!

#### **Disclosure & Barring Service**

If you are offered a position, you will be required to undertake a DBS.

#### **Working on hospital sites**

While your contract of employment is with Day One Trauma Support, when you are working on site at NHS Trusts you must comply with any site rules, protocols and measures that are in place on that site or specific to the work you are undertaking. These will be discussed with you and will form part of any agreements between Day One and the respective NHS Trust/s.

These may include for example:

- Access and infection control
- Health and safety
- Confidentiality
- Patient protocols

### Person specification

	Criteria	Identified Through:
<b>Knowledge &amp; Experience</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience of and commitment to relationship fundraising</li> <li>• Proven track record of working to, meeting and exceeding financial and non-financial targets</li> <li>• Understanding of fundraising regulations</li> <li>• Experience of working with a CRM system</li> </ul>	CV / Interview
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of corporate or major donor fundraising</li> <li>• Experience of digital fundraising</li> <li>• Use of Canva for producing supporter materials</li> </ul>	CV / Interview
<b>Skills &amp; Attributes</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Self-starter and able to work effectively alongside organisational change</li> <li>• Excellent communication and interpersonal skills</li> <li>• Organised, able to prioritise and plan own work</li> <li>• Strong team-working skills</li> <li>• A high degree of personal integrity and the ability to work with tact, diplomacy and discretion</li> <li>• Good IT skills (MS Office, CRM system – we use Beacon)</li> <li>• Reflect charity values in all work</li> </ul>	CV / Interview
<b>Education / Qualifications</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	N/A
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Relevant qualifications in marketing, communications or media</li> </ul>	CV