

Stewardship Officer

Candidate Pack



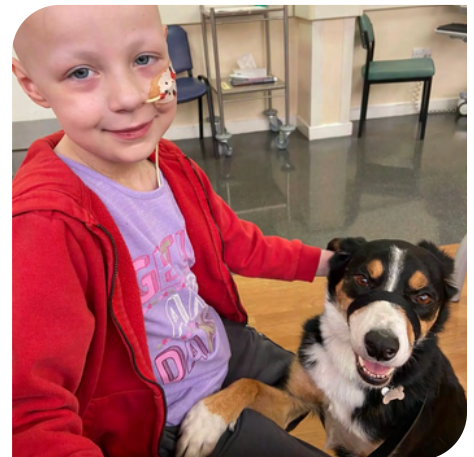
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Stewardship Officer

Being in hospital can be really tough physically and emotionally. This is why our hospital charities do as much as they can to make patients and their families feel as supported as possible during their treatment. Each hospital charity provides the added extras that are "over and above" what the NHS can fund as standard. This includes life-saving equipment, state-of-the-art facilities, training and research, as well as free accommodation and patient comforts.

Our hospital charities are currently raising vital funds for poorly babies and children, cancer and transplant patients, to name just a few.

As a Stewardship Officer, you will help steward our amazing supporters, raising much-needed funds that will make a real difference to our patients and their families.



Basic Information

Salary: £25,000 per annum (pro-rata for part time)

Hours: 37.5 hrs/wk or Part time: 22.5 hrs/wk

Reporting to: Stewardship Manager

Location: Queen Elizabeth Hospital Birmingham



About the Role

Stewardship Officer

The role of Stewardship Officer within the Charity is key to helping patients, families and staff at our hospitals, by supporting the generous fundraisers and donors who raise money for the Charity.

The Stewardship Officer will work closely with other members of the hospital charity, in particular other Stewardship Officers and the Stewardship Manager, providing administrative and stewardship support to our donors and fundraisers and the Charity overall.

Working as part of a team, the post holder will have specific responsibility for accurate data inputting of donations onto our Raisers Edge database, Gift Aid claims, and correspondence with donors and fundraisers by letter, email, telephone and face-to-face.

The Stewardship Officer will be the first point of contact for many of our donors and fundraisers when they enquire about raising money for the Charity. The Stewardship Officer will help them throughout their journey, providing fundraising materials, answering questions and receiving their fundraising amounts, often taking part in a photo opportunity within the hospital.

Whilst predominantly office based, the Stewardship Officer will have opportunities to support events put on by the Charity and its supporters, and will have the opportunity to learn about stewardship, fundraising and events.

This role would suit someone with experience of working in a customer facing environment.



Main Duties

Stewardship Officer

PRINCIPAL DUTIES

- Being the first point of contact via telephone, email, post and face-to-face, for fundraisers, donors and hospital staff, dealing with queries, accurately taking messages and sign posting where necessary.
- Supporting fundraisers and donors in their fundraising journey, sending out fundraising materials, helping to set up online fundraising pages and answering questions.
- Collecting donations from across the hospital and meeting donors and fundraisers who come to the hospital.
- Providing stewardship and administrative support to the fundraising team with specific responsibility for accurate data inputting of donations, fundraising, Gift Aid claims and correspondence both written and verbal with donors and fundraisers.
- Accurately processing online payments and maintaining records.
- Assisting with the administration of the Charity lottery, including running of the weekly draw and sending out cheques to the winners in a timely manner.
- Typing and processing of correspondence, reports and other documents as requested with packages to include Microsoft Office i.e. Word, Excel Outlook, Access and PowerPoint, and our donor database.
- Photocopying, scanning and other administrative duties as required.
- Dealing with incoming and out-going post, ensuring that it is dealt with effectively, efficiently and promptly.
- Banking donations at the Cashiers office and issuing receipts.
- Supporting fundraising events put on by the Charity and its supporters.
- Managing and prioritising unpredictable and frequently interrupted busy workload.
- To work with and deliver clear objectives and key performance indicators.
- To proactively contribute to the achievement of targets and the ongoing fundraising success of the Charity as a whole and to be a supportive, effective and collegiate team member.

COMMUNICATION

- Relaying accurate and timely information to the fundraising team, the Charity Chief Executive and Charity Trustees on a regular basis. Communicating with clinical and non-clinical staff within the hospital. Communicating with donors and fundraisers.
- Dealing with enquiries from the general public, disseminating information and ensuring that the appropriate action is taken, whilst maintaining the Charity's policies and procedures.

ORGANISATIONAL RESPONSIBILITIES

- Maintaining donor management systems. Accurate data inputting of donations, fundraising, Gift Aid declarations, lottery payments, thank you letters and general archiving, production and upkeep of databases.
- Recording fundraising activity for other members of the team, including amounts raised and events attended.
- Monitoring and managing stock levels of fundraising materials.

PROFESSIONAL RESPONSIBILITIES

- Ability to present oneself in a professional manner as a representative of the hospital and the Charity.
- To maintain an accurate, effective database, recording essential information and providing statistical data in accordance with guidelines and policy using Raiser's Edge, Microsoft Office, Word and Access.

Personal Specification

Stewardship Officer

Skills/knowledge/ability

Essential

- Excellent written skills with first class spelling
- Use of Microsoft Office including Word, Excel, Access, Outlook, Powerpoint along with other software packages
- Ability to produce accurately typed and photocopied documents efficiently and to high standard
- Ability to ensure accurate data inputting with a high attention to detail
- Clear and polite telephone manner
- Ability to work independently and under pressure, prioritising work to meet deadlines
- Ability to deal with heavy, unpredictable workloads
- Ability to set up and maintain organisational systems and follow processes
- Ability to work flexibly to meet the needs of the Charity
- Problem solving
- Ability to use own initiative and work unsupervised
- Non-judgemental attitude
- Accepts responsibility for own decisions
- Ability to represent the Charity at events and functions
- Good interpersonal skills and ability to influence people at all levels
- Understanding and respect for the importance of patient confidentiality
- GCSE English Language or equivalent
- GCSE Mathematics or equivalent

Desirable

- Advanced keyboard skills
- Educated to degree level or equivalent
- Understanding of the NHS and wider health and patient issues

Experience

Essential

- Administration, preferably within a customer facing environment

Desirable (one or more)

- Previous experience of working with senior staff
- Experience of working with a charitable organisation, whether in a paid role or as a volunteer
- Experience of working with donors and fundraisers
- Experience of basic diary management
- Raiser's Edge or DonorFlex donor database experience
- Experience in fundraising and/or events management
- Experience of working and consulting with patients and/or the public

Additional Information

Essential

- A team player with a flexible approach
- Available to work out of hours if required.

Desirable

- Car driver with a clean licence

To Apply
hospitalcharity.org/about-us/jobs

What does the Charity fund?

The Charity's mission is to see an improvement in the health and wellbeing of the community through the services provided by University Hospital Birmingham NHS Foundation Trust and to improve the experiences of all the people who use our hospitals and community services.

The Charity funds equipment, research, facilities and anything that is 'over and above' what the NHS provides as standard.

Together with our fantastic supporters we help to raise funds to provide world-class facilities for patients and their families at the four hospital sites.

We spend the income raised on items like state-of-the-art equipment and life-saving research, to toys and games for children on our wards and Pets in Hospital visits.

Projects that have been completed or are in the process of being completed at our hospitals include:

- Refurbishment of the Cancer Centre at the QE and Haematology and Oncology Wards across our sites
- Providing a Home away from Home - free accommodation for various patients and their families at the QE and Heartlands
- Building and running Fisher House UK, an 18-bedroom home for military patients and their families
- Redecoration of waiting rooms
- Purchasing state-of-the-art equipment from radiotherapy machines to baby incubators
- Building a centre of excellence for Transplant patients at the QE.

We also regularly support the hospital through our Christmas Appeal and by providing smaller grants to wards and departments.



Freya's Mum: "Chase really helped our six year old daughter, Freya, when she was feeling overwhelmed about starting the radiotherapy stage of her treatment.

"Knowing that Freya might get to see Chase during her visits helped immensely to take her mind off things and keep calm.

Chase from the Pets in Hospital programme is such an amazing dog and definitely put a smile on Freya's face [and mine!]"



Case Study



“My name is Chloe, and I was first diagnosed with acute lymphoblastic leukaemia when I was 12 years old. Treatment was really tough, but I got through it. I was three years into remission, when the cancer came back.

I was 17 and halfway through my A-Levels when I spent ten weeks on the Young Person’s Unit at Queen Elizabeth Hospital Birmingham. Luckily, due to my age, my mum was allowed to stay with me on the ward. I don’t know what I would have done without her.

When I walked onto the Young Person’s Unit it was not what I was expecting. My bedroom was decorated with really cool wall art, and didn’t look like a hospital room at all. Everyone else on the ward was a similar age to me. We got to play games, have pizza nights and had cooked breakfasts on Fridays, which really cheered me up after days of treatment.

I then had to have chemotherapy five days a week which made me feel really sick. As I don’t live in Birmingham, it would have taken me four hours a day to travel back and forth. That’s when QEHB Charity stepped in and gave us free accommodation and parking just a 5 minute walk from the hospital! It made a huge difference and meant my dad could also stay, giving both mum and I that extra support.

The care I received at the QE was amazing and the staff really got me through what was the toughest time of my life. I am now in remission and so grateful to the hospital and the Charity for everything they have done for me and my family.

The hospital’s charity made what was the worst time of my life be the best it could possibly be. It provides so much for cancer patients from lifesaving state-of-the-art technology and decorating wards that make you feel more at ease during treatment, to blankets that keep you warm during radiotherapy and lollipops that take away the metallic taste that Chemotherapy leaves behind.”



About Us

University Hospitals Birmingham Charity, registered charity number 1165716, is an umbrella charity, made up of the Queen Elizabeth Hospital Birmingham Charity, Heartlands Hospital Charity, Good Hope Hospital Charity and Solihull Hospital Charity.

We work across our four sites to support patients, families and staff at their hospitals by providing 'added extras' that are over and above what the NHS provides as standard.

The four hospitals under University Hospitals Birmingham NHS Foundation Trust are varied in expertise and services. From Queen Elizabeth Hospital Birmingham being a centre of excellence and one of only six solid-organ transplant centres in the country to Heartlands Hospital's Neonatal Unit offering specialist care for premature and poorly babies from across the Midlands and beyond.



University Hospitals Birmingham Charity

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hospitalcharity.org

Registered charity number 1165716

