



<b>Job Title</b>	Volunteer & Community Fundraising Assistant
<b>Directorate</b>	Public Fundraising & Engagement
<b>Accountable to</b>	Head of Community Fundraising
<b>Responsible to</b>	Senior Volunteer & Community Fundraising Executive

## About Us

The Royal Marsden Cancer Charity raises money solely to support The Royal Marsden, a world-leading cancer centre. We ensure our nurses, doctors and research teams can provide the very best care and develop life-saving treatments, which are used across the UK and around the world.

From funding state-of-the-art equipment and ground-breaking research, to creating the very best patient environments, we will never stop looking for ways to improve the lives of people affected by cancer.

We are a very ambitious organisation which has gone through transformational growth over the past five years. Alongside funding an existing programme of world-leading research, treatment and care, the Charity completed its largest capital appeal to date, successfully raising £70 million to build the Oak Cancer Centre at the hospital's Sutton site, which opened in summer 2023.

We have exceeded our fundraising targets, over the past three years, raising over £90m against a target of £83m and making over £82m in funding available to The Royal Marsden. However, with one in two of us expected to develop some form of cancer, it is essential that we go even further in our fundraising efforts to support the essential work of The Royal Marsden. Therefore, we have recently launched our most ambitious strategy yet, that will see us raising at least £215m over the 5-year period.

The Charity is committed to raising £150 million, through a major fundraising appeal, for a new major development project in Chelsea, which will launch in 2024/25. There is also an extensive portfolio of engaging projects outside of the capital appeals, that help to support all aspects of the hospital's work to improve the lives of cancer patients.

## Our Values

We know that to succeed it is critical to work collaboratively, with a set of shared behaviours that guide and govern how we work every day. In consultation with our staff, we have defined five Values which we believe are central to who we are and how we work and we are committed to living them daily.

We are:

### **Respectful**

We believe in a safe, supportive workplace, seek the expertise and contribution of others and are mindful of the needs of our supporters and stakeholders.

### **Kind**

We are caring, responsive, considerate, and generous with our time.

### **Ambitious**

We have high aspirations and are enterprising in our approach.

### **Purposeful**

We make informed decisions which support our agreed priorities, showing desire and determination to achieve our goals to make a tangible difference.

### **Versatile**

We explore alternative solutions and respond positively to new opportunities to maximise our impact.

## The Community Fundraising team

Working for us offers you a challenging and rewarding career, as well as the chance to really improve the lives of those living with cancer.

The Community Fundraising team, supported by an incredible team of volunteers, stewards some of our most dedicated supporters, who organise events and bring their networks together to raise up to six figure sums. We build long lasting relationships with individuals as well as community groups, schools and corporate organisations to raise millions for Charity every year.

## Job Purpose

As Volunteer and Community Fundraising Assistant you will focus on supporting Charity activity through our volunteer programme and being the first point of contact for supporter enquiries. You will also provide administrative support across the Community Fundraising team.

## Working Relationships

Volunteers, Volunteering Services, Community Fundraising, Individual Giving, Marketing, Communications, Digital, Finance and Data and Operations teams, supporters, RMH staff at all levels and third party suppliers.

## Key Areas of Responsibility

### Supporter care

- Act as the first point of contact, both on the telephone and in person, to supporters contacting the fundraising office, dealing with bereaved and distressed people in a professional manner.
- Work with the Volunteer Services team and the Senior Volunteer and Community Fundraising Executive to identify and recruit volunteers.
- Handle volunteer enquiries, including processing applications, carrying out volunteer interviews and inductions.
- Undertake day to day volunteer administration, including volunteer rotas and logging volunteer hours.
- Support the Charity volunteer stewardship programme, co-ordinating with the Senior Volunteer and Community Fundraising Executive to ensure Charity volunteers are well managed and engaged.

### Volunteer support

- General administrative duties such as inputting supporter information onto the database, note taking at meetings, and managing email inboxes.
- Manage stock levels of office materials and request new materials as required.
- Ensure Charity information displayed within the hospital is kept up to date.
- Support on daily trading activity, including stock counts, fulfilment, and shop replenishment.
- Support other members of the team as and when required.

### General responsibilities

- Forge positive relationships across The Royal Marsden NHS Foundation Trust in order to ensure the success of Community Fundraising and the wider organisational goals.
- Ensure that supporter records are accurate and kept up to date and that all information relating to donors is produced and stored in line with General Data Protection Regulation and best practice.
- Constantly strive for value for money and greater efficiency; advising on the best use of available budget and contributing to the team's annual income and expenditure budget planning process.
- Undertake any other duties that are commensurate with the post as requested by the Line Manager.

This job description is intended as an outline of the general areas of activity within the job role. It will be amended from time to time in the light of the changing needs of the organisation.

## Person Specification

<b>Candidates must be able to demonstrate</b>	<b>Essential (E) or Desirable (D)</b>
<b>Experience and knowledge</b>	
Ability to build strong and effective working relationships and manage multiple stakeholders	E
Computer literate and competent with Microsoft products	E
Experience of using databases	D
<b>Key competencies</b>	
Excellent communication and interpersonal skills, with the ability to work closely and effectively with staff and volunteers	E
Excellent organisation skills and attention to detail	E
Proactive approach to problem solving	E
Able to work efficiently and effectively on a variety of tasks using own initiative and good judgement, prioritising to meet deadlines	E
An interest in cancer and health issues, with an understanding of NHS practices and procedures	D

The above criteria are necessary for this post and will be used when shortlisting applicants for interview and throughout the recruitment and selection process.

## Conditions of Service

<b>Salary</b>	£25,650.00 per annum
<b>Contract Type</b>	Permanent
<b>Hours of work</b>	37.5 per week
<b>Location</b>	Sutton
<b>Benefits</b>	27 days annual leave allowances, contributory pension scheme, life insurance, enhanced maternity and adoption pay, employee assistance programme, subsidised canteens, flexible working and more.  Refer to our summary of benefits information attached, and on our website for further details

## Diversity and inclusion

The Royal Marsden Cancer Charity believes in treating people fairly with respect and dignity, and in valuing diversity. We believe that a diverse workforce allows us to deliver on our mission to ensure our nurses, doctors, researchers and supporting staff can provide the very best care and develop life-saving treatments for cancer patients.

We believe everyone has the right to live their life without fear and prejudice and contribute to society in a way which is authentic to them.

It is this core belief that underscores our commitment to providing equal opportunities for all staff and volunteers at the Charity. Our aim is to foster a supportive culture which values the contribution of each member of the team regardless of their age, sex, gender reassignment, sexual orientation, marriage or civil partnership, pregnancy and maternity, disability, nationality, race, religion or belief.

Ultimately, our aim is to create a workforce which is representative of the people we exist to support, whilst contributing to the creation of a more equitable, diverse and inclusive charitable sector.

## Summary of Benefits

### Work Environment

- Our Sutton office is based in the heart of the hospital, alongside staff and patients. A shuttle service to and from Sutton station is provided in the morning and at the end of the day.
- On-site subsidised canteens.

### Pay and Pension

- Competitive salaries benchmarked against the market with annual increases.
- Auto-enrolment in our Aviva pension scheme from day one.
- Up to 6% employer contributions subject to matched contribution from you (increasing with length of service).

### Work-Life Balance

- Enhanced occupational maternity and adoption leave and pay.
- Flexible working options to support those with caring responsibilities

### Holidays and Time Off

- 27 days annual leave per annum plus UK bank holidays (pro rata for part time staff)
- Entitlement rising to 29 days (pro rata for part time staff) after five years' service.
- Opportunity to carry over 5 days (pro rata for part time staff) into following annual leave year.

### Health and Wellbeing

- Self-referral to a confidential counselling service for work related or personal reasons.
- Access to an employee assistance programme designed to save you money and improve your physical, financial, and mental health and wellbeing.
- Free sight test every two years and contribution towards any glasses required for work purposes.
- Generous paid sick leave based on service.
- For members of our pension scheme, we offer life insurance of twice your annual salary subject to the rules of the scheme.