

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

About Us

The Royal Marsden Cancer Charity raises money to save the lives of people with cancer, everywhere. 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.

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 are delivering our most ambitious strategy yet, that will see us raising at least £215m over the 5-year period.

The Charity is committed its biggest fundraising appeal to date, for a new major development project in Chelsea. 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 the Charity every year.

Job Purpose

This role is an integral part of the Community Fundraising team, providing support to our volunteers and being the first point of contact for enquiries from people raising funds for The Royal Marsden Cancer Charity. Dealing directly with supporters and volunteers, the role requires an effective communicator and a proactive, personable individual with a keen eye for detail.

The successful candidate will be skilled at building and maintaining positive relationships, ensuring supporters and volunteers feel valued, motivated and well supported. Alongside delivering excellent stewardship, they will be confident managing a range of administrative tasks, maintaining accurate records and providing efficient operational support to the 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

- Be the first point of contact, both on the telephone and in person, to supporters and volunteers contacting the fundraising office, dealing with bereaved and distressed people in a sensitive and professional manner.
- Work with the Volunteer Services team and the Senior Volunteer and Community Fundraising Executive to identify and recruit volunteers.
- Handle enquiries from supporters and volunteers, including processing applications or registrations, supporting with training and onboarding, and carrying out inductions.
- Oversee day-to-day administrative tasks, such as coordinating rotas, maintaining records, and logging supporter and volunteer activity.
- Support the Charity volunteer stewardship programme, co-ordinating with the Senior Volunteer and Community Fundraising Executive to ensure Charity volunteers are well managed, engaged and the volunteers feel appreciated.

General administration

- General administrative duties such as inputting volunteer and supporter information onto the database, note taking at meetings, and managing email inboxes.
- Coordinate day-to-day cash handling processes, including reconciling and banking income and donations, while maintaining accurate records for audit purposes.
- 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 hospital merchandise 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 the Charity's data protection policies 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 Charity.

Person Specification

Candidates must be able to demonstrate	Essential (E) or Desirable (D)
Experience and knowledge	
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
Experience of administration	D
Key competencies	
Excellent communication and interpersonal skills, with the ability to work closely and effectively with staff, volunteers and supporters	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

Salary	£28,860.00 per annum
Contract Type	Permanent
Hours of work	37.5 per week
Location	Sutton (five days per week)
Benefits	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 requests will be considered.

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.