

COMMUNITY FUNDRAISING ASSISTANT - JOB DESCRIPTION

This is an important and varied role within the Community Fundraising team, and the wider department, providing support to the Community Fundraisers in their day-to-day income generation, and helping to deliver excellent supporter care across both hospices.

What you'll do:

- Support the Community Fundraisers in the day-to-day admin of their roles.
- Build long lasting relationships with our community by delivering a first-class experience to supporters, engaging in positive conversations through various communication channels, such as email, telephone, and written media.
- Efficiently respond to supporter and wider audience enquiries, adding value, and taking every opportunity to promote and exceed expectations.
- Manage fundraising equipment including gazebos, collecting tins etc. *It is important to note there is a physical element to this role.*
- Occasionally attend and support at community events, some of which may be evenings and weekends.
- Work with our Supporter Care team to provide a 'first port of call' for Community Fundraising communications and enquiries.
- Work with internal fundraising teams to provide smooth handover of supporter queries where appropriate.
- Work with the Donations Executives to process data, send thank you letters, and welcome packs where needed.
- Work with the Community Fundraising Manager, and the wider team, on other projects as required.

The principal accountabilities are not meant to be an exhaustive list of tasks. The need for flexibility is required and the job holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

What you'll bring:

- A good standard of education to A-Level or equivalent.
- Proven experience in a Customer Service environment dealing with the public by letter, email and telephone.
- A practical, hands-on approach, able to help load/unload equipment into vans and maintain equipment.
- An ability to manage multiple priorities and ensure deadlines/service levels are met.
- Good keyboard and administrative skills. The jobholder must be computer literate with a good understanding of how information systems can support the efficient and effective delivery of customer service.
- Excellent interpersonal and communication skills with the ability to remain calm under pressure.
- A professional and accountable approach to all areas of work with the desire and commitment to continuously improve.
- A positive and flexible approach, with the ability to use your own initiative and problem solve.
- Driving licence and access to your own car.

Personal grief must be resolved sufficiently to perform and cope in the palliative care setting.

The details:

The role reports to: **Community Fundraising Manager**

The contract is: **Permanent**

The hours are: **37.5 hrs per week**

You'll be based at our offices in **St Barnabas House**

OTHER DUTIES

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

ASSISTANCE

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions, and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

SAFEGUARDING

All staff and volunteers are required to be aware of and adhere to St Barnabas Hospices' safeguarding policies and attend the appropriate training as and when necessary.

JOB DESCRIPTION

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.