



Havens Hospices

JOB DESCRIPTION

Job Title	Fundraising Officer (Community)
Department	Fundraising
Reporting to	Community Engagement Manager
Location	Flexible Working Location

PURPOSE OF ROLE

To develop existing contacts and build new relationships within the local community. Working with businesses, groups and individuals maximise income and raise awareness of the charity.

KEY RESPONSIBILITIES

The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.

Ensuring the delivery of fundraising plans and activities

- To contribute to a strong team ethic in the department, using your skills, experience and expertise to work across income disciplines as appropriate for the wider benefit of the department and to support continued professional development.
- Play an active part in delivering the annual strategy, contributing to forecasting budgets and activities.
- Raise money from community fundraising events within a defined geographical area in line with the annual plans and strategy. Achieve this by supporting and facilitating the development of networks of supporters within the community, providing excellent stewardship to individual volunteer fundraisers and by promoting community fundraising initiatives
- Evaluate activities, analysing and balancing time - cost ratios to focus effort on the most appropriate fundraising activities with the highest chance of success.
- Provide reports and information about activities, performance, supporters, and volunteers as necessary and upon request
- Ensure that all local community fundraising activities are marketed and supported, working collaboratively with the Marketing and Communications Team
- Ensure that accurate and up to date financial and supporter records are maintained and accessible on Raisers Edge (donor database)
- Maximise awareness and press coverage for local fundraising activities by writing press releases and using social media tools.

Placing supporters at the heart of Havens Hospices:

- Provide and facilitate supporters with a choice of how they fundraise and work with Havens Hospices
- Provide supporters with the information and advice to enable them to organise their own fundraising events and activities for Havens Hospices
- Build, encourage, support and nurture individual, group and community fundraisers to maximize opportunities and encourage repeat and ongoing participation in fundraising activities
- Ensure our supporters and supporting organisations are at the centre of all fundraising activities
- Provide excellent support stewardship including recognition and supportive calls and e-mails
- Respond to enquiries from the public, volunteers and fundraisers in a timely manner.
- Pro-actively convert supporter enquires into fundraising activities.
- Target local community organisations, groups, clubs, schools, local small businesses, to give compelling talks and presentations to inspire financial support and awareness of Havens Hospices activities.

Working with volunteers:

- Actively recruit volunteers to assist in the work Havens Hospices following the official HH Volunteer process

- Allocate tasks to volunteers appropriately providing effective instruction and the tools required to carry out the role
- Acknowledge the support of our volunteers sharing success and feedback with them

Departmental

- Use Raisers Edge to monitor enquiries and manage supporters
- Work as part of a team with fundraising and other colleagues across the hospice to maximise fundraising opportunities including cross selling other fundraising opportunities.
- Maintain strict confidentiality at all times
- Ensure that you and others live up to the Hospice brand and adhere and follow brand guidelines

Summary of Other Responsibilities or Duties

- Undertake any other such duties or general tasks and hours of work as may reasonably be required and to work in other locations within the hospice organisation.
- A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post and can naturally evolve over time
- This job description will be reviewed and amended in the light of changing professional demands.

Team / Organisational Work

- Contribute effectively at all team meetings, work collaboratively with team members when required and offering support when needed,
- Foster a 'can do' culture by actively seeking solutions to problems
- Establish a good working relationship with all Trustees, Executive and department staff with whom the job interacts
- Be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed

Personal Development

- To carry out all mandatory training essential to your role as required, making sure you are compliant with fundraising regulations and acting lawfully when carrying out duties
- To actively seek personal training and development opportunities to improve both your fundraising and personal skills
- To be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time period
- To always conduct yourself in a professional manner
- To carry out all aspects of your role positively and with enthusiasm
- Working with the Voluntary Income Manager take on assigned projects to support the growth and performance of the team

Expected Behaviour (Competencies)

Core Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Working with Others			X		
Planning and Analysis			X		
Managing Change			X		
Customer Focus			x		
Communication, Drive & Impact			X		
Advantage Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Influencing, Negotiating & Decision Making					

PERSONAL SPECIFICATION			ASSESSMENT METHOD			
Requirements	Essential	Desirable	Application	Interview	Test	
Qualifications and Training	Educated to A-level or equivalent in relevant areas		X	X		
	Proficient in Microsoft Word, Excel and PowerPoint		X	X		
Work Background and Experience	Experience of working alone and/or as part of a team		X	X		
	Experience of delivering talks and presentations			X	X	
	Experience of charity fundraising and or community fundraising – voluntary or paid		X	X		
	Experience of a sales environment and working to targets		X			
	Experience of co-ordinating the work of volunteer		X			
Particular Skills and Aptitudes	Confident and engaging personality		X	X	X	
	Self starter able to work on their own and/or as part of a team		X			
	Enthusiasm and integrity			X		
	Strong communication skills, both written and verbal		X	X		
	Able to build and maintain good working relationships with people.		X	X		
	Excellent organisational, project management skills and attention to detail			X		
	Demonstrable ability to multi-task			X		
	Adaptable to change			X		
		Ability to work with fundraising volunteers			X	
		Ability to use relationship databases			X	
		Ability to use Raiser's Edge			X	
		Creativity, Imagination and innovative attitude towards fundraising			X	
		Ability to work under pressure and meet deadlines			X	
	Resilience particularly when faced with setbacks			X		

Specialist Knowledge	A knowledge and understanding of the Institute of Fundraising Codes of Practice		X		
		A knowledge of gift aid		X	
Personal qualities, other responsibilities and duties	Motivated to work for a Hospice		X	X	
	To actively follow the organisation's policies and procedures, particularly in relation to Health and Safety, Equal Opportunities and Finance.			X	
	Tact, diplomacy and ability to maintain confidentiality			X	
	Ability to work with people of different backgrounds and volunteers		X	X	
	Professional approach to represent Havens Hospices at external events			X	
	Flexible and willing to work outside office hours, which may be significant at certain times of the year, some of which may involve lone working and handling money			X	
	To be prepared to develop skills and competencies to meet the demands of the role as it naturally evolves over time.			X	
	Car driver / full driving licence with use of a car			X	
	In sympathy with the Christian Ethos of the organisation			X	
		To have an interest in/be active in the local community		X	
		Previous experience of, and training in, moving and handling techniques	X	X	
		Awareness of, and commitment to the Mission and Values of the Charity		X	

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