

JOB DESCRIPTION

Job Title:	Fundraising Coordinator
Base:	Garden House Hospice Care
Accountable to:	Director of Income Generation
Responsible to:	Relationship Fundraising Manager

Overall Aim

To work as part of the Income Generation Team under the direction of the Relationship Fundraising Manager to grow and develop income and long-term relationships across individuals, community groups, schools, local businesses, corporates.

The post holder will generate income for Garden House Hospice Care by maximising opportunities to build strong, sustainable relationships throughout Stevenage, North Hertfordshire, Central Bedfordshire and the surrounding areas, supporting a wide range of hospice-led and third-party fundraising initiatives.

The role is responsible for delivering an excellent supporter journey, managing and developing community, group and corporate fundraising activity, and increasing awareness of the Hospice within the local community.

Key Responsibilities

The post holder will be responsible for:

Income Generation & Fundraising

- Generating and increasing fundraising income by supporting hospice-led and third-party fundraising events and initiatives to meet agreed targets.
- Meeting or exceeding fundraising targets measured by activity and income.
- Managing and growing income from individuals, community groups, schools, small businesses, corporates, groups and associations.
- Supporting and developing sustainable fundraising through community groups, committees, networking groups and local businesses.

Relationship Management & Supporter Care

- Delivering excellent supporter care through a recognised supporter journey, including planned acquisition, retention and development activity.
- Managing relationships with individuals, community groups, schools, corporates, small businesses and third-party event organisers, providing guidance, advice and encouragement.
- Retaining and growing long-term relationships to maximise lifetime value and supporter loyalty.

- Attending cheque presentations, hospice tours and local events as required to steward supporters.

Community, Corporate & Group Development

- Researching, securing and developing new relationships with individuals, community groups, schools, small businesses, local corporates and associations.
- Managing and developing volunteer-led fundraising groups and committees to maximise income and awareness.
- Supporting and developing business networking initiatives and programmes to increase corporate engagement.
- Working collaboratively with internal teams to deliver agreed strategies and initiatives.

Marketing, Communications & Engagement

- Creating and delivering presentations to community groups, schools, networking groups and businesses to raise awareness of hospice funding and the importance of fundraising.
- Generating marketing opportunities within the local community to enhance income and reputation.
- Supporting pre- and post-event marketing and publicity for hospice-led and third-party fundraising activity.
- Maintaining ongoing communication with supporters through appropriate channels, including social media.
- Contributing content and articles to the Garden House Hospice Care newsletter, *Open House*, as appropriate.

Volunteers & Administration

- Recruiting, supporting and managing fundraising volunteers, ensuring appropriate training and support is provided.
- Maintaining accurate and comprehensive records of all fundraising activity, supporter interactions and financial performance.
- Ensuring Donorflex is used effectively, with all communications recorded accurately and in a timely manner, in line with guidance from the Data Manager.
- Providing analysis and reporting on fundraising performance when required.
- Attending fundraising team meetings and actively contributing ideas and improvements.
- Undertaking general administrative and office duties as requested by the Fundraising Leadership Team.

Compliance & Governance

- Ensuring all fundraising activity complies with relevant legislation, Institute of Fundraising guidance, GDPR, and Garden House Hospice Care policies.
- Ensuring appropriate risk assessments are completed for all events and activities.
- Upholding GHHC branding and reputation across all fundraising activity.

Education

- Participate in induction programmes for new members of the team
- Ensure that standard setting and audit is undertaken and regularly reviewed

Additional responsibilities

- There is a requirement to comply with all the Hospice policies, procedures and guidelines, including those relating to Health & Safety, confidentiality and the Data Protection Act, as required by Information Governance
- Each member of the hospice team has a responsibility to contribute to the clinical governance programme.
- Each team member to take appropriate action to maintain the highest level of infection prevention and control.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Additional information

The post holder is expected to work weekends and evenings as required and will receive TOIL (Time off in Lieu) in return, as long as additional working hours are pre-agreed with the Relationship Fundraising Manager.

This job description sets out the key tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.

General duties

- To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment
- To comply at all times with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with

the Data Protection Act

- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department
- The Hospice operates a no-smoking policy
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder
- All appointments are subject to pre-employment health screening
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate. NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees

"team" refers to all members of staff including volunteers

PERSON SPECIFICATION

Criteria	Essential	Desirable
Job related skills & knowledge	<p>Able to demonstrate:</p> <ul style="list-style-type: none"> • A proven track record of fundraising • Experience of working on own initiative and as part of a team • Excellent interpersonal, verbal and written communication skills • The ability to influence others to support a cause. • An understanding of Hospice services • Good organisational and planning skills • The ability to manage an income and expenditure budget • The ability to work to tight deadlines • A high level of competence using the internet, Word, Outlook, Excel and all forms of social media/Networks • Ability to create and maintain close working relationships with community groups and individuals • Strong communication skills 	<ul style="list-style-type: none"> • A proven track record of fundraising with donor groups • A good contact list and network through the local community area • Experience of communicating complex information in a straightforward way • Ability to be creative and innovative • Project planning experience or training • An understanding of legislation and processes related to fundraising
Experience	<ul style="list-style-type: none"> • Working in a fundraising team • Working within a community environment • Managing own workload with minimum supervision • Used to working in a target driven environment 	<ul style="list-style-type: none"> • Working in a Hospice environment • Working with and managing volunteers • Experience of working in a sales or marketing environment • Working within limited budgets • Events management
Education / Qualifications	<ul style="list-style-type: none"> • Educated to a good standard 	<ul style="list-style-type: none"> • Formal qualification in Fundraising • Member of the IOF

<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Ability to work well under pressure and manage competing priorities effectively • Enthusiasm and commitment • Tact and diplomacy • Self motivated • Creative & flexible interpersonal skills with an ability to communicate with diverse groups and individuals • Empathic approach to meet the needs of people affected by the services of Garden House Hospice Care • The ability to work as part of a multi-disciplinary team across the whole organisation supporting its vision, ethos and values • Good team player with a flexible, industrious attitude • Target driven • Adaptable to change, experiences and opportunities • Willing to learn new skills and assimilate new information • Confident presentation and public speaking skills 	
<p>Other</p>	<ul style="list-style-type: none"> • Full driving licence & access to a vehicle for work purposes. • Able to work outside of normal office hours as required, including evening and weekend work. 	

Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.