



PILGRIMS HOSPICES – JOB DESCRIPTION

INDIVIDUAL GIVING ASSISTANT

MAIN PURPOSE AND SCOPE OF THE JOB:

Would you like to work for an award-winning charity? This is a fantastic opportunity for someone looking for their first role in the charity sector, as you will get the chance to develop your knowledge and skills in a dynamic and varied fundraising environment. Your main responsibilities will be to provide administrative and hands-on support for campaigns and events, with day to day supervision from the Individual Giving Manager.

POSITION IN ORGANISATION

Reports to: Individual Giving Manager

DUTIES AND KEY RESPONSIBILITIES

- General fundraising/administration duties to ensure smooth running of the whole department including assisting in other team projects as and when required.
- Ensure supporter communications are accurate, timely and appropriate to the recipient, including updating key information to reflect changes in marketing permissions, personal details and communications.
- Support on all aspects of campaign delivery on a range of fundraising appeals, including the opportunity to develop creative skills when producing artwork for online and print, ensuring all work is delivered to a high standard, on time and in budget.
- Build and maintain excellent working relationships with external suppliers, in order to get the best results and value for money for Pilgrims Hospices.
- Maintain and actively develop the team's online and offline publicity across a number of platforms internally and externally, working closely with the Marketing Team.
- Work closely with colleagues to identify and maximise opportunities for cross-promotion and development of annual plans.
- To provide key support in the planning and administration of key in-memory and stewardship events and fundraising campaigns, including being available on key dates to co-ordinate events on the day.

- Act as a first point of contact for in-memory fundraising enquiries by telephone, email, post and in person, and sign-posting supporters to the appropriate teams.
- To travel to and work across all three hospice sites in Canterbury, Thanet and Ashford where appropriate.

The above job description is not an exhaustive list of all the duties of the post holder. It will be reviewed in conjunction with the post holder.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Date Written: April 2023

PILGRIMS HOSPICES – PERSON SPECIFICATION

INDIVIDUAL GIVING ASSISTANT

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

Education/qualifications:

- Educated to A level, or equivalent experience
- Full driving license and car owner

Experience:

- Proven experience working in a professional environment
- Demonstrable experience working as part of a team
- Experience of planning, delivering and working on events
- Experience working to tight deadlines

Knowledge:

- Good understanding of GDPR and data protection legislation
- Working knowledge of database software
- Fully IT literate, and conversant in the use of Microsoft Office applications
- Understanding of Adobe software applications preferred, but not essential

Skills:

- Excellent written skills and the ability to write strong, engaging and sensitive letters to supporters
- Strong attention to detail and the ability to assess the accuracy of copy and artwork
- A good eye for design and creative flair
- Confident communication skills and the ability to build relationships with bereaved supporters personally, over the phone, via email or social media, in an appropriate and sensitive way.
- Exceptional organisational skills and the ability to plan and prioritise work to achieve objectives whilst maintaining quality and meeting deadlines
- Ability to build and maintain positive relationships and contribute to a positive team spirit
- Sensitivity to and willingness to develop an understanding of Hospices and end of life care
- Proactive and flexible 'can do' attitude
- Motivated and highly organised
- Calm under pressure

Date Written: April 2023