



PILGRIMS HOSPICES – JOB DESCRIPTION

COMMUNITY FUNDRAISING ASSISTANT (THANET)

MAIN PURPOSE AND SCOPE OF THE JOB:

The role of the Community Fundraising Assistant is to provide support to the rest of the Thanet Community Fundraising team. Community Fundraising is integral to Pilgrims' organisational engagement in east Kent and is a key objective to increase reach, deliver excellent supporter care, raise awareness at a local level; to nurture and drive income generation and to help support Pilgrims' ambitions of community focussed giving.

The postholder will be responsible for helping to support Community and Event Fundraising. To cultivate relationships within the community; putting the supporter at the heart of Pilgrims' supporter care. The role will engage with local donors, collection pot venues, supermarket collection and 'on-behalf of' fundraising groups. As well as supporting local community event activity.

POSITION IN ORGANISATION:

Reports to:	Community Fundraising Manager (Thanet)
Responsible for:	Community Fundraising Volunteers
Key Relationships:	Community Fundraising Teams in the 2 other hospices, Events Team, Corporate & Trusts Partnerships Team, Marketing & Communications Team, Individual Giving Team, Lottery Team, Retail Managers, Supporter Relations Team and volunteers

DUTIES AND KEY RESPONSIBILITIES

Supporting local Community and Events Fundraising

- The postholder will help to support the community fundraising plan within the Thanet area. This role will engage with supporters; with a particular focus on groups, store, venue/pot collections and on-going volunteer engagement.
- The role will build positive relationships with community stakeholders and ensure the delivery of an excellent donor experience.
- To ensure that collection venues have the right toolkits, collateral and materials to successfully reach their fundraising goals and ambitions.
- Help to support the Community Fundraising Manager to deliver local community fundraising activities to the highest standard; ensure that all events and community activities are safe, well planned and organised; working with other Pilgrims representatives to ensure events are safely controlled.
- To respond to enquiries about how to support the hospice, providing excellent care and delivering the appropriate information.
- To help organise and develop supermarket collections; overseeing volunteer resource, health and safety/logistics; to ensure the smooth running of activities.
- To engage local retail establishments and venues to place static collection pots within their sites/venues, to collect and redistribute pots. Ensuring that all cash handling processes and procedures are adhered to; following Pilgrims' auditing and administration requirements.
- To attend local events and activities as the hospice's ambassador, including events, cheque presentations and relevant community opportunities.

Internal Processes and Relations

- To work with colleagues to ensure that centrally managed events, products and activities are supported locally to achieve maximum participation.
- To work with clinical staff to meet with families and patients wishing to support the hospice through fundraising and in-memory giving; providing the appropriate information and guidance. Support other income generation teams in the promotion of lottery, event, individual giving, legacy and giving 'in memory' products.
- To play an active role in the wider Fundraising Team; to work independently and under your own initiative on daily work.
- The postholder may be asked to work on new projects as directed by the Community Fundraising Manager.

Volunteer & Supporter Care

- To encourage a positive working environment by being visible, pro-active and participative, encouraging cross team working and initiative.
- To oversee local volunteer support when required. Aim to recruit local volunteers to support local fundraising activities.
- To ensure that accurate and up to date information is maintained and recorded on the Donorflex database.
- To ensure the safe receipt, acknowledgement and banking of income and that all hospice based staff and volunteers adhere to policies and procedures.

Governance

- To ensure all policies and procedures are understood and adhered to by hospice based staff, volunteers and third parties.
- Champion best practice, ensuring that all legal standards and best practice compliance standards are met with the Fundraising Regulator, Institute of Fundraising (IOF), Charities Act, HMRC, Information Commissioners Office (ICO), GDPR, Gambling Commission, Health and Safety, Hospice Income Generation Network (HIGN) and that all Pilgrims Hospices own policies and procedures are followed.
- To keep abreast of Charity Law and fundraising developments across the charity sector by networking with fundraising staff in other organisations and undertaking training.
- Maintain an up to date knowledge of Pilgrims Hospices and its services.

GENERAL RESPONSIBILITIES

Corporate Governance - The postholder must, at all times, act honestly, openly and work within the Pilgrims 'CODE' and comply with all relevant corporate governance requirements, employment legislation and standards of business conduct. The postholder is 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 postholder 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.

Data Protection - Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Flexibility - To attend events and activities outside normal working hours and weekends and Bank Holidays when required for the needs of the business. Appropriate time off in lieu will be given. The postholder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

It is a requirement in this role that all staff work Pilgrims flagship 'hospice-wide' (HW) events. Should the postholder not be available to work a HW event weekend, they must submit this notice to their line manager 2 months prior to the event, who in turn needs to confirm this with the Head of Fundraising and Projects before agreeing such leave. If staff are unable to work due to ill-health; this will be managed appropriately.

This Job Description is not exhaustive. This job description is a reflection of the current position and the postholder 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 postholder will be required to undertake any other ad-hoc duties that may be required by the Line Manager, commensurate with the level of the post.

PILGRIMS HOSPICES – PERSON SPECIFICATION

Community Fundraising Assistant (Thanet)

This person specification sets out the essential and minimum qualities for this post.

Attributes	Criteria	Criteria Reviewed At		
		Application	Interview	Essential
EXPERIENCE	Person Specification			
	A preference of 1 years proven track record of working within a customer focused environment.	X	X	X
	Demonstratable experience and proven ability to be professional, proactive and highly organised.	X	X	X
	Able to work under-pressure, meet deadlines and results driven with a flexible supportive and collaborative approach	X	X	X
	Experience of Community Fundraising is desirable or transferable skills in a similar field from the commercial sector	X	X	
	Proven ability and integrity to handle complex and sensitive enquiries; understanding confidentiality issues	X	X	
	Experience of using databases to manage relationships	X	X	
	Experience of working as part of a team and contributing to team plans and activities	X	X	X
	Experience of supporting and motivating volunteers is desirable	X	X	
SKILLS/ ABILITIES	The ability to organise and coordinate events and manage key relationships to generate profitable income	X	X	
	An understanding of the principles and methods of local community based and volunteer led fundraising	X	X	
	Excellent written communication skills and able to write letters and other similar documents	X	X	X
	Excellent verbal communication skills, able to deliver presentations; engage, motivate and respond appropriately to a wide range of internal and external stakeholders	X	X	X

	An understanding of the principles of marketing and use of social media to promote fundraising activities (use of social media and posting is essential)	X	X	
	Able to use interpersonal skills to engage with others, understand what motivates them and respond appropriately	X	X	X
	Good IT skills - able to use word-processing, email and social media	X	X	X
QUALIFICATION	Evidence of a commitment to continuous personal development	X	X	X
OTHER REQUIREMENTS	Access to own vehicle for business use and willingness to travel throughout the designated area	X	X	X
	Able to work weekends and evenings as required. Time off in lieu will be given	X	X	X
	Able to erect fundraising equipment, gazebos, branding, displays, stands and transport fundraising collateral	X	X	X

Date Updated: February 2023